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THE MUNI MEMO

VOL. 1 NO. 3 OCTOBER 1984

Muni operators display skills at Bus Roadeo

by Jaimie Levin
Director of Community Affairs

Muni operator Ron Haren, a 17 year Muni veteran, captured the first place driving award at the 9th Annual Muni Bus Roadeo after skillfully maneuvering his 40 foot diesel bus around an obstacle course of vertical cones and markers in the parking lot of Candlestick Park. Fifty-five Muni operators competed against one another on Saturday, July 21 to earn the right to compete in regional and international competition.

As first place winner, Haren received a free trip to Washington D.C. in early October, to compete in the American Public Transit Association's (APTA) annual international competition. The winner of that event receives a $1000 cash prize.

Each driver was required to operate a bus through an established course of curves and turns. Points were deducted for each course marker touched as well as for delays in completing the course wtihin an eight minute time limit. Drivers were also scored on the basis of their driving records and their knowledge of safety rules and procedures. A maximum score of 2400 points was possible. Only those drivers who have worked for Muni for at least 12 months were eligible to compete.

Ron Haren, age 44, presently works

(Continued on page 4)

1984 Bus Roadeo winners strike a pose to show off their awards. Left to right: John Kantor, second place; Ron Haren, first place; and Harry Hartig, third place
Photo: Carmen Magana/S.F.P.U.C.

Facilities Maintenance Division geared for future

Although it is one of Muni's three major divisions, Facilities Maintenance has, until recently, stayed pretty much in the background and out of the public eye for two reasons. Until the cable cars returned in June, Facilities Maintenance was not directly involved in providing revenue service. The facilities, support systems and general services provided by Facilities Maintenance are dependable—their conditions are not reflected in day-to-day service delivery.

"All Muni facilities—major equipment and building systems, track and wayside structures, storage yards and the street overhead system for electric vehicles—are maintained and repaired by the men and women of this division," says Ed Pearson, Muni Deputy General Manager for Facilities Maintenance. "The division also maintains and operates the cable car propulsion system as well as providing engineering and construction management support for Muni repair, maintenance and improvement projects," he points out. It is an organization of 301 employees and an operating budget of $17.3 million for Fiscal Year 1984/85.

Ways and Structures, headed by Phil Adams, is the largest section. This is where you find the custodians, stationary engineers, construction trades, signal and communications maintenance personnel, track inspection and maintenance workers and the electrical workers for the street overhead serving trolley coaches and light rail vehicles.

A new wrinkle for the last three years is putting major facilities, building systems and operating equipment under a preventative maintenance program. Now the program covers 90 percent of the building systems and equipment and t00 percent of the Metro subway. Results so far are a high reliability of signal and mechanical systems in the subway, with a "good" reliability for the building systems.

A failure analysis program has been used to trouble shoot the signal system. Success with the program means that it will be expanded to cover other systems.

Changing technology in the transit industry has required developing a capability of electronic engineering. Some in-house electronic systems are now being developed to free Muni from total dependency on outside contractors. Some of the development projects being managed for Muni by the Utilities Engineering 8ureau now receive electronic engineering support from Ways and Structures.

Muni Engineering is headed by Javan Farsai, Acting Chief Engineer. This section is expanding from maintenance engineering by adding capital repair and rehabilitation projects. During the next two years, 34 district capital projects are targeted for completion.

Project managers now insure that the project stays within the planned schedule and budget. The expanded work load is being met by taking on additionaf engineers and support staff. Engineers are also receiving more training in the latest techniques of design and project control. Project planning is being standardized and multiple projects at the same location are being consolidated.

(Continued on page 4)

ACCIDENT RATE
JULY, 1984

	LRV	CC	TC	MC	ARTIC	SYSTEM	SYSTEM Minus Cable Car
Traffic Accidents	17	14	85	116	0	232	218
Passenger Accidents	8	11	21	27	5	72	61
Total Accidents	25	25	106	143	5	304	279
T/Am.mi.	85.5	541	168	97	153	122.7	114.7
TA/m.mi Goal this quarter	75	437	159	94	150	t26	108

Yurchenko Maintenance Worker of the Month

Larry Yurchenko, 63, Supervisor of the Woods Division Body and Paint Shop, has been named Muni Maintenance Worker of the Month for August, 1984, Muni General Manager Harold Geissenheimer announces.

"Larry is dedicated to his job and to doing the job right the first time," says Woods Automotive Maintenance Manager Jeff Johnson, Yurchenko's supervisor, "and he sets an excellent example for the maintenance workers under his supervision by going out of his way to help other divisions which need body and paint shop services."

"His dedication to the job and his willingness to assist and guide others led Larry Yurchenko's supervisors and coworkers to give him the coveted Maintenance Worker of the Month title," Geissenheimer said.

Yurchenko started with Muni in July 1974 as a body and fender worker on diesel coaches at the old 24th Street Facility. He moved to Potrero Division, then to Elkton (now Metro Center) in 1979 and he has supervised the Woods Body and Paint Shop since 1982.

As a supervisor himself, Yurchenko says he rarely if ever reprimands. "My method is to reason with my crew, encourage them where necessary, and bring them to a point where their interest is sparked by the job challenge. After all, they are the ones who must live with the particular task for a while."

Yurchenko was born in Harbin, China, and attended the YMCA High School and College there. During the Japanese occupation he moved to Shanghai and in 1939 emigrated to the United States to study at San Francisco State College. He worked as a truck driver and automobile body and fender man, studying metal arts (welding, etc.) at Polytechnic Night School. Working as a welder in war industry he became lead welder for Western Pipe and Steel. He entered the U.S. Army Construction Engineers and saw action in Normandy, Luxembourg and Germany. Discharged a Sergeant at the end of the war, he returned to automobile body and fender work for DeSoto and Plymouth agencies in San Francisco. He enlisted in the U.S. Navy during the Korean War serving on an icebreaker in the Bering Sea as Shipfitter First Class.

On his return again to civilian life, Yurchenko worked a variety of jobs in body and fender shops, remaining 14 years with Pacific Auto Body before coming to work for the Municipal Railway.

In 1942, Yurchenko married Tanya Amasian, also formerly of Harbin. Mrs. Yurchenko had a 15 year career with the Bank of America and now keeps their home in San Bruno.

Larry Yurchenko's supervisors and co-workers honored him at the opening of the new Army Street Division for articulated coaches.

Geissenheimer presented the coveted Maintenance Worker of the Month belt buckle to Yurchenko, while Public Utilities Commission President Nancy Lenvin gave him the Commission's Honor Award. Yurchenko also received a $100 cash award from T.D.I. Winston, Muni's advertising contractor, and a $25 account from the Muni Shopmen's Credit Union.

At year's end, Yurchenko's name will be included with the other award winners this year for a drawing. The winning name will receive a Hawaiian vacation for two courtesy of T.D.I. Winston.

At the Army Division ceremony, other maintenance workers nominated for Worker of the Month were also recognized and received letters of commendation. They are: Luis DelaCruz and Lawrence McGee of Woods In-Shop Repair, Thomas Narbonne of Automotive Quality Control, Alfredo Nasaire of Woods Unit Repair, and Charlene Vetdovsky of Woods Control Room.

It's back to work as usual for Larry Yurchenko, pictured above on the job, after winning Muni's coveted Maintenance Worker of the Month Award. Photo: Carmen Magana/S.F.P.U.C.

MUNI PUC MANAGER

"There's A New Bus in Your Future" does not have quite the same ring as the promise of a "New Ford" in one's future, but it is likely to be welcome news to the hundreds of thousands of people who depend on Muni for transportation. It ought also to be welcome news to those concerned with San Francisco's economy, since there is agreement between usually adversarial parties that continued growth in all sectors of our economy will inevitably be dependent on higher use of public transit.

Muni is, of course, but one of the various transit systems supporting San Francisco's economic base, but it is the major one, carrying more employees, clients and customers than any other means of transportation—more than 800,000 boardings on a daily basis. The increased availability of Muni's low-cost reliable transit is a fundamental ingredient of *all* economic growth scenarios. The Muni/PUC's vehicle replacement program is, in turn, a key factor in our ability to handle that increase in demand. In a very real way, San Francisco's continued growth is dependent on ours.

The Muni's daily vehicle requirements currently are 389 diesel motor coaches, 269 electric trolley coahces, 103 light rail cars and 26 cable cars.

Fortunately, we have the capacity to routinely provide the daily needs for trolleys, LRV's and cable cars. The heart of our capacity problem has been the fleet of diesel coaches, purchased in 1969, which is scheduled to provide a significant increment of our peak-hour service. These problems are not unknown to those who read the daily press; they have become bitterly familiar to those who use the system.

There is hope, cautious but real, that the cycle of the inevitably recurring "diesel crisis" may be broken. These periodic crises were attributable in part to the age of the fleet and in part to maintenance failures. We began our "new fleet" program by completely rehabilitating 149 of the most serviceable 1979 vintage coaches. The rehabilitation program, now complete, is providing much of the dependable diesel service on the road today. The rest of our diesel requirements are slowly being filled by new vehicles. We have purchased, using a combination of local and federal funds, 180 new "standard" coaches plus 100 new "articulated" coaches. These are beginning to be delivered and gradually being inserted into the fleet mix. The new Muni diesel working fleet will then consist of 149 rehabilitated coaches, 180 new standard coaches and 100 new articulated coaches.

Our plans for the future include the acquisition of some 50 articulated electric trolleys for which funding is already secured. These will increase our capacity on the heavily used trolley corridors and allow for future substitution of electric vehicles for diesels as our electrification program continues.

Those who believe that our future lies in our past will not be disappointed as we plan and prepare for the resumption of surface "heavy rail" travel along the "E" line on the Embarcadero and the "F" line on Market Street. We are planning to purchase 10 working Melbourne cars to add to our fleet of vintage streetcars.

Whether in the private or public sector, vast gaps between promise and performance are hardly unknown. To have the promise of the new fleet matched by performance on the street is a task for the operators, maintenance personnel and managers of the Muni/PUC. I believe they are poised to do so.

Appearing on page three of this issue of *MUNI MEMO* are reprints of recent editorials that show that good performance results in favorable media coverage. These editorial commendations from the Examiner and Chronicle are the direct result of your hard efforts. congratulations and keep up the good work!

Rudy Nothenberg

Construction begins

Construction has begun on the Market Street trolley overhead reconstruction project. The work to be performed is located at Market Street between Fremont and Jones, First and Fremont Streets between Market and Mission, East Bay Terminal, Post Street between Market and Kearney.

The work involves reconstructing existing street lighting (path of gold) poles and traffic signals; installing trolley poles; building eye bolts; new spans and trolley wire; new overhead trolley special work (switches, frogs, curve segments, crossovers, etc.) and related support wires; inductive switch control hardware, transit power feeder cables, ducts, manholes, and related work.

During construction, some rerouting, motor coach substitutions, stop relocations, etc., will occur. Operators will be informed as work progresses so that the least amount of inconvenience to patrons will result.

The first phase of work will be underground duct work and pole replacement, which could result in some traffic congestion. Operators should be alert for construction that may hamper operations. Supervisors will monitor progress.

The work will be finished approximately June 1985. Market Street will have two sets of wires in the overhead with fixed rail surface vehicles sharing the inner set with trolley coaches plus additional switching and reroute capabilities.

July Operator of the Month is Bobbie Stitt

After almost 17 years as a nurse's assistant caring for the aged and infirm at Laguna Honda Hospital, Bobbie Stitt, 43, fulfilled a life-long ambition last year and changed careers to become a trolley coach operator for the Municipal Railway. She is so good at the job that her passengers and co-workers have voted her Muni Operator of the Month for July 1984, it was announced by Muni General Manager Harold Geissenheimer.

Stitt is assigned to the Presidio Division "extraboard" as a relief operator for the #1 California, #5 Fulton, #21 Hayes and #30 Stockton trolley coach lines. Before this assignment, Stitt drove the #3 Jackson, #41 Union and #45 Union/Van Ness trolley coach lines.

With a philosophy of always giving passengers the benefit of the doubt in any fare dispute, Stitt credits her success with elderly passengers to her nursing experience during her hospital days.

Originally from Camden, Arkansas, she entered the family restaurant business after high school and then went to Texarkana, Arkansas, to enter nursing training and qualify as a nurse's assistant. She arrived in San Francisco in 1963 and spent the next three years as a hotel inspector for the California State Automobile Association.

Stitt entered San Francisco Civil Service in 1966, qualifying as a nurse's assistant in civil service examinations. While on hospital duty last year she became aware of examinations being held for Municipal Railway operator and, realizing a life-long ambition, successfully completed them.

Her new goals include seeking promotion to a management position within Muni and availing herself of Muni's in-service management training.

Bobbie Stitt takes a good look at herself as Muni Operator of the Month. What her passengers see is a courteous driver who is always willing to give them the benefit of the doubt. Photo: Bill Ouyang/S.F.P.U.C.

Her off duty hours are kept active by the Golden Gate Grand Chapter, Order of the Eastern Star, where she has been elected Associate Matron five times. Stitt is also active in the choir of St. John's Missionary Baptist Church.

Stitt's supervisors and co-workers honored her during ceremonies at Presidio Division when she was awarded the distinctive Operator of the Month insignia and a total of $300 from the Transport Workers Union, T.D.I. Winston Network, Lagrone Insurance and the Municipal Railway Operators Credit Union.

At a civic luncheon at Umberto's Restaurant, Stitt received congratulatory plaques from Mayor Dianne Feinstein and the Board of Supervisors, along with a trophy from the Council of District Merchants Association.

T.D.I. Winston, Muni's advertising contractor, also presented Stitt with "a night on the town"—dinner and theater tickets for two, along with a chauffered limousine for the evening.

At year's end, Stitt's name will be included with the other award winners this year for a drawing. The winning name will receive a Hawaiian vacation for two courtesy of T.D.I. Winston.

With his congratulations to Operator of the Month Stitt, Geissenheimer said: "Ms. Stitt's driving skills and courtesy to passengers make her a deserving recipient of the new expanded Operator of the Month awards program. This program is experiencing success thanks to the valued participation of the private sector. Without the time, energy and dollars freely donated by such friends as the Art Blum Agency, T.D.I. Winston, Umberto's Restaurant, and the Council of District Merchants, this program would never be possible."

Let's hear it for Muni! say recent editorials

It is a pleasant turnabout to be able to offer positive commentary about the San Francisco Muni system. Last summer, when the California Highway Patrol conducted an unannounced vehicle inspection of 20 Muni buses, six were declared unsafe for operation and a total of 47 violations were written up.

Then just recently, on the final day of the Democratic National Convention, the Highway Patrol paid another surprise visit to Muni, spot-checking 20 buses at the Woods and Kirkland garages. This time only one violation was noted and it wasn't considered sufficiently serious to take the vehicle out of public service.

Moreover, a well-prepped Muni turned in a good performance in meeting peak public transportation needs during the All-Star baseball game and the Democratic convention. All of this demonstrates progress for Muni. Ride on.

Examiner, August 1, 1984

Its wholly unexpected and nearly breathtaking publication of a comprehensive timetable shows that the much-maligned Muni Railway is in an expansive, self-confident mood. During the system's darker days (not long ago), issuing such a schedule would have seemed presumptuous, an act of pure cheek. Why trust a timetable from a transit authority that can't keep track of the nickels and dimes in its fareboxes?

But we have been assured again and again that Muni is changing for the better, and that may be so. A recent Highway Patrol spot check of buses turned up no major problems. And now, for the first time since 1912, there's to be a complete Muni timetable—and the system has an ample 150,000 of them. They are available at Metro station booths, Fast-Pass outlets, the City Hall information booth and at Muni headquarters.

Once the shock wears off, Muni patrons will no doubt delight in this long-overdue development. It's a promise by the system—a contract with its riders that no doubt comes as a refreshing surprise to Muni's long-suffering public. Now if Muni can only stand behind that schedule—within reasonable limits, of course—the system should start to regain the goodwill of its ridership.

We'll be watching our watches at the bus stops and hoping for the best.

Examiner, August 3, 1984

The Municipal Railway, which flunked miserably when California Highway Patrol officers did an unannounced safety inspection of coaches a year ago, has come through with flying colors. This is a pleasing turnaround for the transit system and its maintenance crews and management have our sincere commendation.

Chronicle, July 28, 1984

Muni platform workers have a new Memorandum of Understanding covering wages, benefits and working conditions not specified in the City Charter. The MOU, signed August 17, 1984, covers the period July 1984 – June 1986. Witnessing Mayor Dianne Feinstein's signature in her office were (left to right): Irwin Leff, TWU Attorney; Larry Martin, International Representative; Ray Antonio, 250A Vice President; John Hepburn, Secretary/Treasurer, Local 250A; George Leitz, Secretary/Treasurer, TWU International; Jonnie Gilbert, Local 250A President; Rudy Nothenberg, PUC General Manager; Harold Geissenheimer, Muni General Manager; Paul Tolliver, Muni Deputy General Manager; Dennis Ruel, Employee Relations, Board of Supervisors; George Newkirk, Muni Assistant Deputy General Manager, Field Support; Larry Midura, Assistant General Manger, Administration; and Judy Teichman, Deputy City Attorney.

THE MUNI MEMO

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Facilities Maintenance

(Continued from page 1)

Operations and Equipment Maintenance, headed by Don Haagstad, is one direct beneficiary, along with the most effective procedures for inclusion in a series of cable car system maintenance manuals. New, sophisticated test equipment is being used to monitor the

ED PEARSON

gripmen and conductors, of the $62 million cable car improvement project. The new propulsion and track systems are maintained by this section on a day-to-day basis. Because the new propulsion system is proving very reliable, little or no down time is attributable to propulsion failures.

But the people in cable propulsion are still learning maintenance and operating procedures of the cable machinery. Because the system is operating under contractor warranties, and will continue to do so for the next two years, Muni is able to develop appropriate maintenance procedures step-by-step. With daily record keeping computerized, cable operations can be analyzed system wide, recording the cables, giving early warning of needed repairs or replacements. This allows a system of replacing major components to eliminate any future need to shut down the cables for total renovation.

So, whether you operate a cable car, motor coach, trolley coach or light rail vehicle—or if you are in the shops at Army, Geneva, Kirkland, Metro, Potrero, Presidio or Woods, you can be sure that Facilities Maintenance is on the job keeping the building systems, track systems, overhead and a myriad of other support systems in top operating condition to help all of us in our job—that of providing a highly reliable transit system to our customers—the people of San Francisco and visitors to Our City.

Bus Roadeo

(Continued from page 1)

as a gripman in the Cable Car Division. As first place winner he scored an unprecedented 2332 points out of a total of 2400. He won the Muni Roadeo in 1983 and finished in 5th place at the 1983 APTA International Roadeo held in Denver, Colorado. Haren has also earned a nine year safe-driver award.

Motor coach operator John Kantor, age 37, who has been driving for 11 years, earned a second place award with a score of 2282. He finished in second place in 1983 and first place in 1982. He holds a five year safe-driver award.

Harry Hartig, age 55, placed third with a score of 2168. Presently working as a light rail vehicle operator at Geneva Division, he is a Muni veteran of 34 years and holds an 18 year award.

Muni General Manager Harold Geissenheimer remarked, "The high scores achieved by these operators, as well as the overall good performance demonstrated by all of the contestants, is truly indicative of the driving skills of a majority of Muni operators who daily maneuver their vehicles safely around the steep hills, narrow streets and congested traffic conditions of our city."

All three winners were formally recognized for their achievements when they received trophies at the 1st Annual Muni Safe Driver Awards Banquet. In September they will compete as a team in regional competition with other Bay Area transit operators. Muni operators won this competition in 1982 and 1983, and if they win this year, Muni will earn the right to permanently keep the regional trophy awarded to the first place team.

Judges and scorekeepers get together after the 1984 Bus Roadeo. Left to right, bottom row: Jasper Collier, Diane Nygaard, Andrew Saltzman, Tito Velasco, Adnan Moy, Madeline Robbins, Jukran Nocos, Lynn Jacobs, Emil Jones, Bobbie Hiawatha, Joe Barnes. Top row: Washington Brown, Bill Gordon, Ed Wong, Ron Hundenski, Bob Nakano, Stafford Williams, Marlin Porter, Warren Hanson, Mike Lonergan, Ted Unaegbu, Dennis Brown, Jessie Smallie, Tim Ellenberger, Michael Huston, Linda Washington, J.B. Jones, Gilbert Montoyo, Walt Mayberry, George Louie, T.E. Davis. Photo: Carmen Magana/S.F.P.U.C.

Gripman is hero

Cable Car gripman Raymond McCann, Cap #1517, with his wife, Kathleen, and son, Luke, displays the U.S. Transportation Secretary's Medal and Award for heroism for his quick action in saving the passengers of his cable car when it was struck head-on on the Hyde Street hill by a suicidal autorst on August 12. Conductor Charles Gerstbacher (not shown) helped end the wild ride and also received the Medal and Award. Well done—and congratulations to you both! Photo: Bill Owyang/S.F.P.U.C.

EDITOR'S BOX

It was never intended to be more than a temporary substitute service while the Powell-Hyde Cable car line was being reconstructed, but the 58-Leavenworth diesel coach line generated strong emotions among its passengers and residents along the route during the almost two years of its existence. There seems to be no middle or grey area. Either the passengers and residents of Russian and Nob hills loved its "reliable peace and convenience" or they hated it as "a terrifying, noxious intruder" in their neighborhoods.

HAIL

AND FAREWELL

At its regular meeting of July 31, the Public Utilities Commission heard arguments for and against continued retention of the line. Fans of the 58 line said they were tired of being unable to board cable cars loaded with tourists. They claimed the 58 line provided service that they not only needed, but also enjoyed.

Agreeing that Russian Hill and Nob Hill could use more transit possibly by rerouting the 27-Bryant or van or taxi service for elderly and handicapped but rejecting the proposed shortening of the 58 route and operating on Hyde instead of Larkin, if additional funds could be obtained for the service, the Commission voted to discontinue the line after Labor Day.

THE MUNI MEMO

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of the people, by the people, for the people
of the San Francisco Municipal Railway

Dear Muni Employees:

I am delighted to convey my heartfelt congratulations and very best wishes to all Muni employees on the festive occasion of this first issue of MUNI MEMO.

San Francisco takes great pride in having one of this nation's finest public transportation systems—a reputation made possible and sustained by the top quality professionals who make up the Muni. Like every large system, we have our problems. But I am confident that working together we can resolve difficulties, overcome obstacles, and continue to make our Muni the model to emulate for urban transit.

Hopefully, MUNI MEMO will help us all do our jobs better. As Public Utilities Commission General Manager Rudy Nothenberg has pointed out, the paper will be a forum for the exchange of ideas among professionals. It provides an opportunity for employees to participate—sharing their thoughts and suggestions with Muni management on what needs to be done to improve Muni service.

Please get involved! Use MUNI MEMO as a direct channel of communication with Muni's decision-makers. Muni can't work without you, and—believe me—we want your help.

MUNI MEMO offers great promise. Let's all do whatever we can to make it a complete success.

Thanks for your cooperation and for your public service to San Francisco.

Warm personal regards,

Sincerely,

Dianne Feinstein
Mayor of San Francisco

MUNI MEMO

JUNE INAUGURAL ISSUE 1984

Welcome back Muni Cable Car Division!

After a 21 month long hiatus, the cable cars resume their 112 year old history of service to San Francisco on the 21st of this month.

Initial tests of the California Street cable car line are complete and a comprehensive refresher training program started for returning cable care gripmen and conductors.

It takes 161 operating personnel to provide full service on the three cable car lines, 83 gripmen and 78 conductors. Of these, 114 or 71 percent are returning veterans, 61 gripmen and 53 conductors.

Of the 61 returning gripmen, the 24 with the best safety records and most experience operating cable cars are selected to he line trainers. Following a five day session on the California line, the line trainers completed their refresher training on April 27.

The remaining 90 veterans started comprehensive refresher training on April 25 and will be completed by the time MUNI MEMO goes to press. Gripmen spend two days in the classroom and three to five days operating cars on the line. Conductors have 1½ days of classroom work and 1½ to 3½ days of road training.

The large scale cable car training program is being completed in record time thanks to the interest and commitment shown hy returninng veterans.

Pretty snazzy! Mayor Feinstein models a Muni maintenance jacket presented to her by Automotive Maintenance Manager Jeff Johnson, right. Muni General Manager Harold Geissenheimer, center, looks on.

Most of cable car training is a hands-on program with extensive road-training time without passengers and in-service training with passengers. Operators experience the feel of the grip and brakes as the car moves along the entire route.

Newly assigned operators with no previous cable car experience will go through a comprehensive two to five week training course from late May through early July.

The course for new gripmen includes two days of classroom work, a week of road training without passengers and three to four weeks of in-service training with passengers.

Conductors will spend seven to eight days on a car following 1½ to two days in the classroom.

When completed in early July, the training program will result in the Muni having once again a full complement of thoroughly trained, professional cahle car operators capable of providing safe, reliable public transit service to San Franciscans and visitors to our City.

A hearty welcome hack to 114 veterans returning to the completely renovated cable cars and an equally hearty welcome ahoard to the 47 new operators starting out on a brand new cable car system.

Events and history mark Local 250A reunion

Retired and active Muni employees gathered in a reunion and banquet in honor of the retirees at the Sheraton Palace Garden Court last Friday, June 15. The call was issued by Local 250A, TWU, for their "First Time Event."

One of the features of the evening's program was a joint history of Local 250A and the Municipal Railway, a portion of which is recounted here;

The Municipal Railway was born in 1912. Local 250A received its charter from the Transport Worker's Union in 1966, 54 years later. But there were many events and episodes leading to the formation of Local 250A. Just two of them are recounted here.

With the outbreak of World War II, Muni found itself in a bind keeping enough platform workers on the rolls to operate San Francisco's transit lines.

One of the last employees to be certified from the pre-war civil service list was Audley Cole, a motorman appointed in March 1942 and assigned to the Geary Streetcar Barn. At that time Cole was a member of Division 518, Amalgamated Association of Street and Electric Railway Workers of America, AFL, which represented platform workers. As the first black man to be certified as a motorman, Cole discovered a reluctance among his peers who professed to be unable to train him on the streetcars. For various reasons, ten motormen pleaded inability to train Cole, as other motormen had been trained, until Muni General Manager Bill Scott and acting PUC General Manager Nelson Eckhart threatened disciplinary action against anyone refusing to train Cole. Training motorman Cole became an issue of employee rights and was a factor leading to the eventual formation of Local 250A.

A compromise was reached through Division 518 President William McRobbie—Cole was specially trained by a unit formed by Wesley Mason, then head of Training and Safety. But Cole and McRobbie insisted on a clear understanding that future new black operators would be trained by their co-workers in the same manner as any other. And that's what happened!

Another incident leading to the formation of Local 250A took place when San Francisco purchased the Market Street Railway Company in 1944. Market Street Railway platform workers were represented by Division 1004, Amalgamated Association of Street and Electric Railway Workers of America, AFL.

Market Street Railway workers were blanketed into the San Francisco Civil

(Continued on page 3)

ACCIDENT RATE — MARCH 1984

	S.C	LRV	CC	TC	MC	SYSTEM
Traffic Accidents		9	—	98	110	217
Passenger Accidents		6	—	27	29	62
Total Accidents		15	—	125	139	279
TA/m.mi.		50.2	—	153	97.3	109.6
TA/m.mi. this month last year.		56	—	172	106	119

Enthusiasm and willingness earn Jack Ng award

[illegible] Coach #5092 comes out of Muni Heavy Maintenance Body Shop in two or three weeks Jack Ng, 35 electric transit mechanic will have succeeded in restoring it to revenue service and saved the people of San Francisco $150,000.

He rescued a cannabilized electric trolley coach from the scrap heap and, practically single handed replaced its missing parts and repaired its electric circuits," said Nick Zaboukos, day shift supervisor at Presidio Division Electrical Maintenance Shop.

"By his enthusiasm and willingness to seek out difficult jobs trouble shooting to detect and correct mechanical deficiencies with preventative electrical maintenance, this five-year veteran of Muni's Equipment Maintenance Division so impressed his foremen and fellow shop workers at Presidio Division, that they named Jack Wil Ng Maintenance Worker of the Month for May 1984," Muni General Manager Harold Geissenheimer announced.

When he's not rescuing damaged coaches from the junk pile, Ng performs technical pit inspections on the trolley coaches, driving them himself to determine their operating condition and making the repairs he determines necessary. A strong believer in the teamwork approach to trolley maintenance, Ng is quick to name his co-workers as more deserving of the award.

Ng was honored by the Public Utilities Commission and the Municipal Railway at a reception and recognition ceremony in Presidio Division Shops on Thursday, May 17, at 10 am. Along with congratulations, Geissenheimer presented Ng with the Muni Maintenance Worker of the Month brass belt buckle and pointed out that the Maintenance Worker award is highly coveted and honored. Geissenheimer said, "Jack Ng is the eighth maintenance worker to receive this honor. He earned it by his dedication, ingenuity and the example he sets for other maintenance workers."

A native San Franciscan, Ng graduated Mission High School and studied Auto Mechanics at San Francisco City College. For over ten years he apprenticed himself to a succession of San Francisco jewelers. He continues to craft precious stones into original jewelry as a hobby.

Encouraged by his brothers Albert and aminations and was hired at the Presidio Electrical Maintenance Shop in August Electrical Maintenance Shop in August 1979. As one of a highly skilled team, he works with high voltage (600 volts) motors and circuits. Using his auto mechanic skills, Ng takes care of minor mechanical repairs on his own.

Ng's advice to newer employees is, "Stay with the workers who are working and avoid those who aren't producers—you can't learn from people who aren't producing.

Unmarried Ng lives on Alta Vista Way just south of the City limits but often looks in on his widowed mother Mrs. Ngar Lia Chung at her Clement Street home. His spare time is used to perfect his skills in Tai Chi the "soft style" martial art of Kung Fu, carrying on a 14 year involvement. A jogger Ng can also be found during his lunch breaks on the Crissy Field running path to Fort Point.

Program honors maintenance workers

The Maintenance Worker of the Month Program was established last August 1983 by Muni Deputy General Manager for Equipment Maintenance Ann Branston. Most of the organization work was accomplished by Jonathan Miller of her office.

Following the pattern established by the long-standing Operator of the Month program, the monthly Maintenance Worker is selected from several nominees proposed by the various maintenance shops.

The winner is designated "Maintenance Worker of the Month" for the specific month, and at divisional ceremonies receives:

- An Award Certificate from the Public Utilities Commission signed by the Mayor.
- A brass belt buckle specially designed for the Maintenance Worker of the Month.
- A letter of commendation from the Muni General Manager which becomes part of the worker's permanent personnel record.
- A $100 cash award from T.D.I. Winston Network, Muni's advertising contractor.
- A gratis $25 account from the Muni Shopmen's Credit Union.

Maintenance Workers of the Month since the start of the program are: 1983 August—Eugene Waddell, Automotive Mechanic, Woods Division; 1983 October—Hector Baiza, Automotive Mechanic, Kirkland Division; 1983 November—Joseph Saitz, Electrical Mechanic, Potrero Division; 1983 December—Jeffery Sada, Electrical Mechanic, Metro Division; 1984 January—Eric McCartney, Cable Car Carpenter, Woods Division; 1984 March—Paris Vigil, Automotive Technician, Woods Division; 1984 April—Ceasar Benedetti, Automotive Mechanic, Woods Division; 1984 May—Jack Ng, Electrical Mechanic, Presidio Division.

PUC MANAGER

Rudy Nothenberg

MUNI MEMO is a renewal of what the media people call a "house organ" publication, somewhat like the old 'Trolley Topics" that some of you may remember from a few years past. It's more than the name or format that's renewed, however. We don't mean this paper to be just a place for our own gossip and good news. Instead, we hope it will provide an instructive exchange between professionals—not too heavy to take the fun out of it, but not just to amuse the kids either.

Those of you who get a special view from your seats at the front of Muni vehicles see that renewal is going on throughout this city. All the rattling and digging, all the paving and building, all the mine fields of construction barriers on our streets are the signs of a quiet but dramatic episode of San Francisco history. It represents the most serious effort at capital renewal we have made in this city in at least a quarter of a century. It is something I have worked on for years and it is not, as some have suggested, meant merely to impress this summer's visitors. What is being done now will endure long after the excitement of July has burst and faded, and I suspect only then will those of us who live, work and intend to stay in San Francisco begin to really appreciate what it means to us.

We will have crossed a difficult barrier in rehabilitating the city's essential buildings, roads and systems in a way that few other cities in our time could hope to do. The result will likely not be immediate; we will not see an immediate relaxation of the supposed tension and of criticism between the public and its municipal servants. In fact, in the midst of progress it is likely that the public and the press will only demand more.

In your special places as the most direct and most frequent link between citizens and public servants, Muni people will, as usual, be most directly in view as the whole city learns what is good and not so good about change. In that, you have the advantage of having seen and, to some extent, suffered the experience of change within your own profession. Much of the pain has been due to the changes we needed to make, even to just learning to know and trust each other as a team and I won't bore you with yet another rendition of how maligned has been one of the nation's finest transit systems in the process. At the same time we all know that each of us in our difficult jobs, including me, have sometimes created our own problems with public image.

For us, the time of transition and change is coming to an end. What this first issue of MUNI MEMO should signify is a serious period of professional partnership and respect, one that will establish pride and confidence in each other. We will still have our "linen washed" in the media from time to time. We will still find that some mistakes become public embarrassments. But we have no further need for excuses. I am proud of the jobs you perform and I am honored to represent you in the many forums where Muni issues are decided, from City Hall to Sacramento and as far as the White House.

My job here is to facilitate and complement your work and the work of Muni General Manager Harold Geissenheimer and his team. My office will, through the Public Utilities Commission, provide the direction and the framework within which you can do your jobs with pride and dignity, but the office of the person who "runs" Muni is where it is intended to be—second floor, 949 Presidio.

Read this and future issues of MUNI MEMO and I think you will find yourself receiving not a lot of sermons, but confirmation of the fact that you are one of an outstanding group of public employees, and that the implied contract between a stable, experienced and determined management and the skilled professionals that we believe you to be, will result in a higher level of services to the people with whom we share our city.

MUNI MEMO

Published monthly by direction of the Public Utilities Commission for employees of San Francisco Municipal Railway.

President
Nancy Lenvin

Vice President
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H. Welton Flynn
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P.U.C. General Manager
Rudy Nothenberg

Muni General Manager
Harold Geissenheimer

Editor
Warren D. Hanson

Deadline for news items is the 10th of the month. Address to Public Utilities Commission, Room 287 City Hall, San Francisco, CA 94102. Readers' comments are solicited. Permission to reprint material herein is freely given. Suggestions or questions are welcome.

NEW EMPLOYEES

Welcome new employees!

Terri Massin, Potrero; James Fugate, Presidio; Freddie New, Woods; Dorothy Robinson, Woods; Curtis Hubbard, Presidio; Charles Scott, Kirkland; Patricia King, Kirkland; Arnold Murphy, Kirkland;Frankie Littlefield, Kirkland; Robert Christopherson, Presidio; Michele Yeoman, Woods; Roland Ramis, Kirkland; Nina Sparks, Woods; Claude Gabriel, Potrero; Lester Colbert, Kirkland; Gilbert Sumpter, Woods; Que Louie, Training Division; Gladys Thomas, Potrero; Kyser Clemon, Potrero; Baltazar Nunez, Woods; Gregory Smith, Potrero; John Colbert, Potrero; Smith Gilroy, Potrero; Jasim Aljader, Training Division.

Cable cars ready for another century of service

Humming with a sound that hasn't been heard in 19 months, the streets of San Francisco are again the scene of the famous cable cars, now renovated for another century of service.

Veteran gripmen and conductors, sidelined since the system was shut down in September 1982, are back in training sessions. Refreshers for themselves and training from scratch for the newcomers who will be operating the cable cars for the first time.

The cars have been operating on California, Powell, Hyde and Mason Streets since May, but no passengers accepted until after June 1.

The official reopening of the three lines is June 21, at noon, when there'll be picnics, festivities and fireworks at the downtown and Victorian Park turnarounds. San Franciscans will celebrate and world-wide media coverage will report the celebration.

Gripmen and conductors, sidelined since the system was shut down, are back in training sessions.

In our own small way, we celebrate now by welcoming the operators of the Cable Car Division who as gripmen and conductors will guide those little cars—halfway to the stars.

Gripmen: William M. Allen, 1424; Machell Bell, 0582; David M. Boschetti, 1114; Herbert L. Bradley, 1360; Charles Brewer, 1494; Donald L. Brown, 1266; Steve Brown, 1230, Wayne Lee Buford, 1247; Daniel L. Burns, 0731; Cephas C. Campbell, 0699; Alben Chang, 1017; Lloyd J. Chavis, 0253; A.R. Clayborn, Jr., 0540; Billy E. Cleaver, 0461; James M. Cochran, 1376; James L. Collins, 0763; Willie K. Cross, 0936; Michael P. Davis, 1018; Earl Deville, Jr., 1004, Stephen J. Dickson, 0556; Leroy F. Doyle, 0209; A. L. Faerber, 1133; Charles Flintroy, 0962; Patrick Fontenot, 0550; Donald G. Foppiano, 0591; R. E. Garnett, Jr., 0546; Randall Goetzl, 0892; Jerry B. Grays, 1101, Carlos R. Guillen, 1060; Robert J. Hanssen, 1442; Carlos Hernandez, 1414; Garland A. Horton, 0502; Harvey Hughes, 0286; Joseph Johnson, Jr 0741; Joseph W Johnson, 1285 Gregory J. Kelly, 1113, Michael C. Kennedy 1191 James J Kohut, 1045, Stanley Kososki, 1279; Allen Kumpula, 0383 Robert J Lindstaedt 0781 Pete Llerena Jr 0589 Frederick Loville 1366; Arthur R Luna 0964, Eugene T. Mattern, 0307 Michael J McClure, 0727 Dennis M. McCoy 0373; Joseph E. Morrison, 0753; Thomas R O'Brien, 0378; Robert E. Owens, 0649; Pete Pavlukevich, 0467; Carl Allen Payne, 0310; James E Penn, 0663; Richard L Perkins, 0620; Richard Pfaeffle, 1412; R. J. Pope, 0577; Clovis Primus, 0421; James R. Qualiers, 1339; Harry Renard, Jr., 1370; Edward J. Rezos, 0926; Raymond P. Rezos, 1252; John C. Richardson, 0729; Juan M. Rivero, 1428; Carlos Rivers 1438; Warre Robinson, III, 1352; Robert Salopek, 1125, Walter Scott, III, 1349; Phillip W. Shaw, 0265; John T. Shipman, 0973; Jack P. Smith, 00410; Roscoe Smith, 0289; H. Sternberg, Jr., 1116; Arthur C. Stone, 1052; George L. Sully, 1287; Jimmy L. Taylor, 1437; George W. Traylor, 0463; Gene E. Turner, 684; Samuel W. Walker, 0258; J. C. Washington, 0835; Wil T. Washington, 0595; Philipp N. Weaver, 1028; Michael G. Weber, 0995; Morris Woods Jr., 0601.

Conductors: Ricardo Anderson, 0756; Kondwani M. Azibo, 1323; Alpheus T. Benton, 0935, George J. Boule, 1525. James M. Bullock, 1292; Herbert L Butler, 0933; Bruce C. Chester, 0744, Martin P. Choate, 0617; Leon M. Clark, 0592; Glenn S. Cooper, 1110; Robert Delgado, 0547; Fletcher D. Dixon, 0147; Edwardo Downing, 1365; Lewis C. Duckworth, 1369; Suo W. Fong, 1480; Aaron L. Fowler, 1147; James A. Gallagher, 0759; C. T. Gerstbacher, 1131; David Gerughty, 1476; Danny R. Graham, 1524; Theodore Graham, 0991; Albert Grimaud, 758; George L. Grunig, 0884, William E. Guedet, 0738; Robert T Hagen, 0676; Ronald D. Haren, 0523, Ozell Harris, 0293 Charles A. Holek, 1245, David P Hooper, 1267; Luis B Jimenez, 0789; Harry V. Johansen, 0234 John D Krueger, 1309 Louis D Laday 1092, Wade Moon Lee, 0485, James M Leonard 0664, Famous Limbrick 1136 Gary C Louie, 1271, Raynard Lozada 1404 Elvin D. Macrae, 1095, Angel I Mansanet, 0482 Michael Max, 0939 L E. McClanahan 0476; Phil Miller Jr 0317 David J Mills, 1527 George S Moley, 1418 Richard D Morley 0672 Dennis Mortenson, 0785, Joseph H Mountel, 1257, Wilfred B. Nash, 1044 John R Nelson, 0661, Leroy Maxie Newman, 1170; Felton J Normand, 0775; Douglas Lee Parr, 1094, Edward P Pay, 0858; Erick J. Peguese, 0221 Dwayne R. Price, 0171; Deborah K. Ramsay, 1343; Edwin C. Ranek, 1396, Kelly D. Roumbanis, 0603; Richard W Royston, 0425; John A. Ryan, 0989; Michael Schapiro, 1491; Thomas Simrock, 1354; Paul M. Slade, 1353; Acey Squire, 0821; Robert J. Stepter, 1388; George E. Thwaites, 0539; Louis F. Tiffer, Jr., 0633; Charles L. Turner, 0685; Jonathan E. Vogel, 1204; Markeith C. Wade, 1348; Raymond M. Walker, 0239; James Waterfield, 0509; Charles E. Wheeler, 1423; Maurice E. Wilson, 1281; Louis Winchester, 1196; Arthur R. Wise, 1209; Robert L. Wong, 1112; Steven Wu, 1122.

Conductors and gripmen are ready, the cable cars are ready to roll. Here Mayor Dianne Feinstein is out for a test ride with gripman Machelle Bell.

MUNI MANAGER'S MESSAGE

Harold Geissenheimer

Since becoming a San Franciscan 18 months ago and assuming the responsibilities as general manager of the Municipal Railway, I have identified a major management priority in re-establishing the concept of individual and supervisory accountability at all levels of the system.

Muni is a diverse operation. It carries more than 800,000 daily riders on four distinct transit modes. Metro LRVs, trolley coaches, diesel buses and the soon-to-be returned cable cars serve all of our neighborhoods and the downtown in a comprehensive grid. Muni staff are truly "public servants" responsible for a safe, courteous and dependable transit service. We must be accountable at all levels for our preformance. In fact, there is much at Muni to be proud of.

Our Metro Light Rail fleet exceeds its maintenance goals despite an over-complicated high-technology car. In late December 1983, we increased the number of cars in peak-hour service from 82 to 92, and this will further increase to 103 in August. Our 345 trolley coaches are in excellent condition. Full service is offered daily on 16 lines. And each of our cable cars is now being thoroughly reconditioned by Muni craftsmen for the June re-opening.

Muni's diesel fleet remains a maintenance challenge. 400 of the GMC diesel buses date to 1969 and have performed hard service on San Francisco's hills. 149 of these buses are now being totally rehabilitated, and we will soon take delivery of 180 new Flyer "Standard" buses and 100 new M.A.N. high-capacity articulated buses. But new buses alone are not enough. There is a need at all levels of Muni to accept responsibility and accountability. This must begin at the top and include the working level of supervision and the individual worker.

We cannot accept "This is the way it's always been done" or "That's not my responsibility." We are setting goals and performance standards. Inspection procedures to verify quality control have been established. Questions involving basic employee standards of conduct have been addressed.

The recommendations of a national transit industry Safety Peer Group Review are being implemented where possible. Dirvers will now receive follow-up and annual retraining not previously required. Driver records and qualifications have been reviewed. Despite last summer's three accidents, Muni's diesel bus safety record is continuing to improve.

Tough security measures are being implemented. Employees involved in thefts have been discharged. A "grass-roots" approach to identifying security problems is underway and this information will supplement a highly detailed security plan.

In all, we at Muni must accept the responsibility and accountability for providing the best transit service for the citizens of San Francisco. Many changes have been made and must continue to be made to reverse the history of the last decade. Our goal is to show that our 3800 dedicated workers can continue to "Make San Francisco Go."

Local 250A reunion

(Continued from page 1)

Service and integrated into the ranks of Municipal Railway employees, when it was discovered that many of them were recently promoted giving them union seniority over their counterparts in Muni's Division 518. Instead of Muni absorbing the Market Street Railway operation, the Market Street Railway union local was taking over the Muni!

Muni's appeals to the AFL were to no avail—the ruling was that the members of the Amalgamated Association of Street and Electric Railway Workers of America in Division 1004 from Market Street were to keep their seniority over the Muni employees in Division 518.

Rankled by the injustice of this ruling and realizing that the AFL was more concerned with craft workers than with their problems, Municipal Railway platform workers withdrew from the AFL and on August 3, 1945 formed independent Local 250. Former Market Street Railway employees who had been members of Division 1004, AFL, remained in the newly formed Local 1380, AFL.

Initially Local 250 went its independent route, working alone for the rights of its members, the Municipal Railway Platform Workers. The ranks of the local swelled with workers returning from World War II and either resuming their pre-war jobs, or starting their post-war careers with Muni. These workers would not tolerate the nonsense that Audley Cole had experienced. Local 250 was becoming strong enough to demand and receive equal rights and treatment for all its members.

In 1946 the platform workers went on strike over wage and benefits issues. TWU-CIO representatives stepped in and gained concessions allowing the platform workers to go back to work.

(Continued on page 4)

Inouye April Muni Operator of the Month

Akiyoshi J. Inouye, Muni's Operator of the Month for April, had less than a week to wait for the ceremonies honoring him when he came down with mumps.

It's one of the few times the 19 year veteran of Muni electric trolley and diesel motor coach service has had an unscheduled absence from what his passengers and co-workers acknowledge is usually one of the friendliest rides in the City.

Inouye, 50, says he has a simple philosophy that seems to work. "It takes two to argue. Make sure you're never one of the two and you'll never have an argument."

Comments from his passengers, however, make it clear that Inouye takes that pilosophy one step further in an easy-going effort that wins friends for himself and Muni. Elderly passengers especially praised his efforts at making it easy for them to board and exit his #17 Park Merced Local on its stops through often congested Stonestown and Park Merced neighborhoods.

Having fully recovered at his home in Pacifica, Inouye was honored by his colleagues and supervisors with a reception and recognition ceremony at Woods Division Gilley Room, where he also received an 18-year safe-driving award. He was guest of honor at a civic luncheon with civic and business leaders at Modesto Lanzone's in Ghirardelli Square on May 10.

Known to his family and friends by his given, middle name Jim, Inouye was born in San Jose. At the outbreak of World War II, he and his family were evacuated to Turlock, then Gila, Arizona, and finally Tule Lake, California. In 1946 his parents took young Jim to Japan and settled in Kunamoto, Kyushu, where he finished his education. Inouye returned to the United States in 1958 and served in the U. S. Army for 3 1/2 years with tours of duty as a sergeant in Korea and Hawaii.

After two years in the retail furniture business in San Francisco, Inouye passed his Civil Service examinantions for Motorman in June 1965. He drove the #1 California electric trolley coach out of Presidio Division for over four years, diesel coaches out of Kirkland Division for four more years and then moved to the Ocean Diesel Division which later became Woods Division. Inouye's latest assignment is the #43 Masonic where he is becoming popular with his regular passengers and the student body at San Francisco City College.

He married Nobuko Watanabe in 1962. She is now an operations supervisor with Sumitomo Bank in San Francisco. They have two daughters: Carol, 19, a business major at UC Berkeley, and Kathenne, 18, who expects to join her sister at Berkeley this fall.

Bill Ossman, S.F.P.U.C.

Akiyoshi Inouye, according to his passengers and co-workers, offers one of the friendliest rides in the city.

Inouye's spare time is filled with his home woodworking shop, where he practices cabinet making, and his garden, where he grown bonsais (Japanese miniature trees) and practices ornamental horticulture.

An active member of the Rissho-Kosei-Kai Church of Pacifica, Inouye served on the church board of directors and was instrumental in acquiring and improving a suitable building for church services.

At the civic luncheon, Inouye was honored by PUC Vice President John Sanger, Supervisor Harry Britt, PUC General Manager Rudy Nothenberg, Muni General Manager Harold Geissenheimer, representatives of the Transport Workers Union, Council of District Merchants, and T.D.I. Winston Network, Muni's advertising contractor.

Geissenheimer pointed out, "Jim Inouye's exemplary driving skills and service attitude towards his passengers make him a most appropriate winner."

MUNI FROM THE GILLEY

Muni's new deputy general manager for operations is Paul A. Toliver, an 11-year transit operations veteran. Toliver took over effective March 12 and is located in Room 224, 949 Presidio Ave., telephone 558-2353.

Naming Muni as one of the "sexiest" transit systems around with its cable cars and other transit modes, Toliver looks forward to the challenge of running the Muni.

Bill Ossman, S.F.P.U.C.

Paul A. Toliver

Toliver oversees some 2,100 platform workers and miscellaneous employees in the seven operations divisions.

Before accepting the Muni post, Toliver was assistant general manager of operations at the New Orleans Regional Transit Authority since 1981. Before then, he was general manager of the South Bend Public Transportation Corporation in South Bend, Indiana, from 1978 to 1981. He held other transit management posts with the Tulsa Metropolitan Authority and the Queen City Metro in Cincinnati, Ohio.

Toliver has also been a senior vice president of ATE since 1973. ATE is the world's largest transit management corporation, providing contract management and management consulting to U.S. and European transit systems.

Welcome to Muni Paul Toliver!

Another new face in Muni management is that of Lawrence A. Midura, 30,

Lawrence A. Midura

working in the office of General Manager Harold Geissenheimer.

A native of Massachusetts, Larry has a bachelor's degree from the University of Massachusetts and a law degree from the Western New England School of Law.

After working three years in claims for the Pioneer Valley Transit Authority in Springfield Massachusetts, Midura moved to the West Coast and went to work for the AC Transit District as a Claims Consultant.

He married the former Laurel Spaelti of San Francisco and they reside in the Sunset District.

Midura's duties as a member of the General Manager's staff are to assist with the management of Muni.

That's a wide open area, Larry Midura. Good Luck with your new assignment!

Local 250A reunion

(Continued from page 3)

The concessions were ratified by the people of San Francisco at the general election of November 5, 1946. They amended City Charter section 151.3 and provided for a standard method for fixing wages of Muni platform personnel yearly at the average of the two highest wage schedules of platform workers in California in effect on July 1 of that year.

The amendment provided that the wage schedules for 1946-47 be fixed by the Board of Supervisors at the average of the two highest wage schedules certified to them by the Civil Service Commission. As a result, $1.24 per hour was fixed for platform workers for the year starting July 1, 1946.

The amendment also provided for time and one half for six holidays each year, with platform workers to receive 20 cents extra per hour while instructing new employees.

As a result of the increased wages to $1.24 per hour, the overtime for six holidays and the 20 cents extra per hour for instructing, the Municipal Railway costs during 1946-47 increased some TWU bargaining rights on March 30, 1966 and on April 4, 1966 they reconstituted Local 250 and were chartered as Local 250A (for Amalgamated), TWU, AFL-CIO.

The members named in the charter are: Edward A. Coleman, John Curtin, Lilburn DeLaney, Henry S. Foley, William T. Johnson, Norbert Kehoe, Harold Marquis, Frank Nuss, Paul Raymore, John J. Sherry and Henry Tilton.

For these men, Local 250A's charter was a major milestone and a significant $1.5 million.

The AFL and CIO merged on December 5, 1955. The earlier criticism that AFL gave more attention to craft workers and less to platform workers was not true of the merged AFL-CIO. This national labor organization was equally concerned with platform workers.

After years of organizing work among platform employees in all Municipal Railway divisions, the workers voted the success in the struggle for platform workers' rights—a struggle which had simmered from the first days of the Municipal Railway and the Market Street Railway Company. But the struggle was not yet over.

We recall these events and achievements to honor our retired Muni employees, and to rededicate ourselves to continue their efforts and provide the best working conditions possible in the best transit system in the nation.

One can go on and on with accounts of episodes and the people involved in the maturing of both Muni and Local 250A. No fewer than three different versions of these early day incidents have been reported. The written record of those times is incomplete. These accounts may refresh some memories. They may also prove instructive to newcomers and give them a better understanding of the improvements to their working conditions made by the efforts of their predecessors.

MUNI MEMO

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THE MUNI MEMO

VOL. I NO. 4 NOVEMBER 1984

Muni wins 1984 MTC transportation awards

The Metropolitan Transportation Commission, chaired by San Francisco Supervisor Quentin Kopp, presented Transportation Awards to Muni and individuals for outstanding efforts in support of public transportation in the nine San Francisco Bay Area counties.

The nationally recognized Cable Car Reconstruction Project received an MTC Grand Award. In the accompanying statement, MTC said: "Never before has a transportation project of this magnitude been completed on schedule and within budget. The reconstruction of the 100 year old system took a mere 20 months. Although the system appears unchanged to those using it today, the improvements are dramatic. The cable car barn and 69 city blocks of underground support structures were completely rebuilt and 35 cable cars fully rehabilitated.

"The successful completion of the project could not have been achieved without the efforts of the Committee to Save the Cable Cars, headed by Virgil Caselli, which raised nearly $10 million from local business. The efforts of the Committee were crucial in meeting the requirement that 20 percent of the cost of the reconstruction be borne locally. Also necessary to the success of the project were the cooperative efforts of the City and County of San Francisco, under the leadership of Mayor Dianne Feinstein, the San Francisco Municipal Railway and the Public Utilities Commission. Chin and Hesolt Engineers, Inc., provided state-of-the-art engineering design, while O'Brien-Kreitzberg and Associates served as management consultants to the project. The *San Francisco Examiner* played a unique and beneficial role by keeping residents posted as to street closures and other developments with a weekly 'Cable Car Update' column published from February 1983 through the project's completion.

Tom Jordan, Muni Manager of Services, receives the Transportation Employee Award from MTC Commissioner Earl Mills, while MTC Chair, San Francisco Supervisor Quentin Kopp looks on. Photo: Carmen Magana/S.F.P.U.C.

"The completion of this project is a tribute to the many who contributed to its success."

A special Transportation Employee Award went to Tom Jordan, Muni Manager of Service, for his sucessful efforts to improve transportation services to elderly and handicapped persons in the City. The MTC award reads: "The City's paratransit system provides group van service for patrons with the same destination, individual lift-assisted van service and a taxi subscription program for those who can get in and out of cabs. Within the last two fiscal years, the number of rides has tripled, the cost per ride has dropped and the reliability has increased. City funding for the purpose has also increased during this period from $40,000 to $650,000, illustrating a true commitment to the program's success."

(Continued on page 4)

Development planned for Muni's long-term future

There is a long term planning and development unit for the Public Utilities Commission. It is a function of PUC General Manager Rudy Nothenberg's office headed by Doug Wright, former Muni Deputy General Manager for Administration. Wright now operates out of the seventh floor of 425 Mason Street which he shares with the Bureau of Finance.

In June 1983, the PUC adopted the Muni Facilities Master Plan, a comprehensive long term strategy aimed at providing maintenance and storage facilities for the future growth of the trolley and diesel coach fleets.

In a nutshell, the facilities plan provides a program for expanding, redeveloping or closing existing facilities, and developing new facilities for the future needs of the trolley and diesel coach fleets.

Wright says the plan covers the next 15 or so years, to the year 2000 and beyond. It will be financed by the normal PUC capital improvement process using a combination of federal, state and local funds.

The first steps of the plan have already been put into effect. Army Street is an interim facility leased primarily for storing and dispatching articulated coaches and for performing light maintenance. Army Street fills that gap while the Harrison Street facility, formerly the U.S. Steel property, is improved to store and maintain the entire 100 diesel artics expected, plus a number of standard diesels. Harrison Street is scheduled to be ready for this role in late 1987.

Then, it will be Woods' turn to be modified and expanded so that this facilty can also handle diesel artics. There is no construction schedule for Woods yet, Wright says, but it should be undertaken over the next five years.

After Harrison Street is opened in 1987 and the Woods modification and expansion is completed, Army Street and Kirkland will mostly probably be converted to temporary reliever facilities for trolley coaches.

Muni expects to start receiving the first articulated trolley coaches in 1988/89. Neither Presidio nor Potrero, the two trolley facilities, can presently handle artics, either for storage or maintenance. Both facilities must be modified for artics, Wright says and the preliminary modifications at Potrero must start before early 1985.

Potrero Division will be ready for trolley artics by 1988, before Presidio. If Army Street and Kirkland are used as temporary relievers for trolley artics during the modification work on Potrero and Presidio, they can be either disposed of or converted to other uses when the work on the permanent facilities is finished. As leased property, Army Street can be returned to the owner. Kirkland is sited in the middle of intense residential and commercial development. Its land value is currently some $12 million, Wright estimates.

Along with other projects, the Embarcadero Turnaround has been given MTC's highest priority in this region. Preliminary engineering should start in about two months. After 24 to 30 months for engineering, the project should be able to go to construction phase for completion by 1990. Total costs for the Turnaround Project were estimated in 1983 at $40 million.

Two additional projects will restore traditional streetcar service to San Francisco streets.

The "E"-Embarcadero line will run along the waterfront from the Marina, west of Fort Mason, through the Fort past Aquatic Park, Fisherman's Wharf, Pier 39, to south of the Ferry Building on Steuart Street where it joins with the surface spur coming from the Embarcadero Turnaround/Breakout, and proceeds to the vicinity of Fourth and Townsend Streets.

The "F"-Market line will have a western terminus in the vicinity of the Civic Center and will use the Market Street tracks to Steuart Street, where it will circle Justin Herman Plaza and proceed north along the waterfront, sharing track with the "E"-Embarcadero.

The time frame for the "E" streetcar project is still somewhat uncertain since it will be dependent on decisions made regarding the Embarcadero Roadway improvements being studied as part of

(Continued on page 2)

Parker wins Operator of the Month second time

Oreal Parker, Jr., 1953 All-Star Catcher at Galileo High School, has been named Muni Operator of the Month for August 1984, it was announced by Muni General Manager Harold Geissenheimer. This is the second time Parker has won this coveted award; the first time was in December 1978.

A 24 year veteran of Muni service, Parker holds a 21 year safe driving award and he is currently operating J-Church and N-Judah light rail vehicles out of Geneva-Metro Division.

Parker started with Muni as an S-102 Conductor in October 1960. He was assigned as an Operator (driver) to the Kirkland Motor Coach Division, operating the 24, 30, 31, 38, 42 and other motor coach lines for 23 years. Last year several of his friends in Muni Metro finally convinced Parker to sign up for the Metro.

In serving passengers, Parker's advice to new operators is: "Watch your tone of voice. Tone is important. Try not to embarrass passengers. Give them the benefit of the doubt and be reasonable in fare disputes. Show courtesy and concern for your passengers and they'll, more often than not, overlook any unintended slights.

Originally from Beaumont, Texas, the Parker family came to San Francisco in 1944, in response to war industry recruitments for shipyard workers.

After Galileo High School, where he played football as well as All-Star baseball, Parker then studied Recreation Leadership at San Francisco City College.

He worked as a clerk in the Emporium's shipping and receiving department until taking examinations for the Municipal Railway.

Married to Dorothy in 1957, he established the family home in the Serramonte District of Daly City. They have two daughters: Sharon, 25, and Vickie, 22, both baccalaureate candidates at San Francisco State University. Mrs. Parker is employed as an Operations Officer by Lloyds Bank in Daly City.

Courtesy and concern for his passengers, along with his exemplary driving skills, made Oreal Parker a two-time winner of Muni's coveted award. Photo: Joshua Rotsten/S.F.P.U.C.

Weekends find the Parkers at their cabin in Clearlake where he grows grapes and cherries.

Parker's supervisors and co-workers honored him during ceremonies at Geneva-Metro Division August 31 when he was awarded the distinctive Operator of the Month insignia and a total of $300 from the Transport Workers Union, T.D.I. Winston Network, LaGrone Insurance and the Municipal Railway Operators Credit Union.

At the civic luncheon in Henri's Room of the San Francisco Hilton, September 12, Parker received congratulatory plaques from Mayor Dianne Feinstein and the Board of Supervisors along with a trophy from the Council of District Merchants Association.

T.D.I. Winston, Muni's advertising contractor, also presented Parker with "a night on the town" — dinner and theater tickets for two, along with a chauffeured limousine for the evening. At year's end, Parker's name will be included with the other award winners this year for a drawing. The winning name will receive a Hawaiian vacation for two, courtesy of T.D.I. Winston.

With his congratulations to Operator of the Month Parker, Geissenheimer said, "Mr. Parker's driving skills and courtesy to passengers make him a deserving recipient of the now expanded Operator of the Month awards program. It is seldom that I have the privilege of attending a luncheon in honor of an operator who has won the coveted Muni Operator of the Month award twice in his career. I'm happy that this time around Mr. Parker is able to take part in our new expanded awards program. The valued participation of the private sector has made this expanded program a success. Without the time, energy and dollars donated by such friends as Art Blum Public Relations, T.D.I. Winston, Henri Lewin of the Hilton and the Council of District Merchants, a program of this kind would never be possible."

Plans for Muni's future

(Continued *from page 1*)
the I-280 work. The Market Street "F" line can be partially implemented earlier.

Surface streetcar service on the "E" and "F" lines will be provided with the historic streetcars and PCC's Muni has stored at Pier 70, Wright says. Their use will also require a facility to store and maintain the streetcars. To date, no location for this facility is under consideration, Wright notes.

Wright estimates that the "E" and "F" lines will carry some 26,000 passengers per day, while the Muni Metro extension to Fourth and Townsend will carry 16,000 to 22,000 passengers per day, according to I-280 project forecasts.

These are just some of the changes and developments you can expect to see for Muni over the next 15 or so years. These last years of the 20th Century promise to be a time of massive renovation and modification so that Muni can go into the 21st Century with updated and consolidated diesel and trolley services, and expanded Metro service and restoration of traditional streetcar service for Market Street and the Embarcadero.

Photo: Bill Chaya/S.F.P.U.C.

DOUG WRIGHT

Representative of two millennia of safe driving experience, 103 operators now wear awards for 15 to 32 years of accident-free operation. As pictured, 60 of these safe drivers assembled at City Hall. Left to right they are: Bottom Row: Cornell Gatewood, James F. Chisholm, T.W. Henry, Frank Moran, Anthony Ambus, Irvingston Hampton, Leverl J. Higgins, Francis Y. Louie, George Martensen, Sal Hernandez, Hal Blatch, Nick Gvozdich, Travis B. Hawkins, Harold W. Goo, Luther Evans. Row 2: Robert S. Booker, Robert Groves, Harvey Hughes, Sanford Collins, Price J. Phelps, James Foresee, Kenneth Kjellberg, Albert J. Urquidez, Akiyoshi Inouye, Harry Hartig, Howard Spriggs, John L. Reddicks, F.W. Smith. Row 3: Willie O.J. Booth, James C. Mabrie, Oreal Parker, Franklin Troutman, Charles S. Cato, L.T. Randolph, Jr., Edward Jackson, Samuel R. Suggs, Robert Walker, Albert Robinson, Melvin L. Harris, Raymond Tate. Row 4: Joseph S. McAlpin, Deeman Alford, Earl Powell, Larry Houghton, Allen Albrecht, Marshall Lacewell, Arthur Tylor, Jr., Lury L. Fleming, Ernest Graves, Vince Malleo, Gerald Watson, Willie W. James, Donald Jones, Jr., Clarence A. Chiles. Row 5: Abram Dent, Robert Mahan, Joseph Taylor, William S. Paschal, Charles Bankhead, Fred Henderson, Earnest Frank, Robert E. Lee Walker, Ruben E. Moore. Car Lee Allen, Luther R. Leonard. Photo: Joshua Rotsten/S.F.P.U.C.

September's Maintenance Worker is Schlotfeldt

Crowning his 23 year career as a City employee, George Schlotfeldt, 62, body and fender worker at Muni's Kirkland Motor Coach Division, has been named Muni Maintenance Worker of the Month for September 1984, Muni General Manager Harold Geissenheimer announced.

"George is a dedicated self-starter, committed to keeping the 140 motor coaches of the Kirkland fleet in the best possible condition at all times," says Transit Shop Supervisor Bob Johnston, Schlotfeldt's boss. "He's slated to retire at the end of the month and it's going to be difficult to replace him," Johnston noted.

"His dedication to the job and his willingness to undertake difficult tasks without close supervision have so impressed George Schlotfeldt's co-workers and supervisors, that they nominated him for the coveted Maintenance Worker of the Month award," Geissenheimer said.

Schlotfeldt started permanent service with Muni (he previously held temporary positions with both Muni and the City Purchaser) in February 1962, as a body and fender worker on diesel coaches at the old 24th Street facility. Some ten years later he moved to the Ocean Avenue Shops for three years. For the past ten years he has been the sole body and fender worker to do running repairs for the Kirkland Division fleet.

Schlotfeldt has high regard for his co-workers at Kirkland, describing them as "a very select group of people who take pride in their work, and as journeymen crafsmen, they make sure the job is done right the first time."

Schlotfeldt was born in Saint Paul, Minnesota, and reared by his grandparents in Minnesota, South Dakota and Iowa. He completed high school in Alvord, Iowa, and shortly thereafter made his way to Sioux Falls, South Dakota, where he enlisted in the U.S. Navy on December 4, 1941. During the next six years he saw sea duty in both the Atlantic and Pacific. The end of the war found him at Okinawa as a Shipfitter First Class. His enlistment was up in 1947 and he signed up for the Naval Reserve, retiring in 1976 as a Chief Petty Officer after 32 years of service.

George Schlotfeldt takes time out to accept congratulations as Muni Maintenance Worker of the Month. Dedication to the job and willingness to undertake difficult tasks won him the important award. Photo: Carmen Magana/S.F.P.U.C.

On his return to civilian life in 1946, Schlotfeldt was employed as an automotive body craftsman by several San Francisco automobile dealerships: McAllister Chrysler-Plymouth, British Motors and Van Ness Cadillac. He also worked in temporary positions with the City Purchaser's shops, repairing police and fire vehicles, and with Muni in the Ocean Avenue shops.

In 1971, Schlotfeldt married the former Eleanor Stretch, establishing the family home in the Excelsior District. Mrs. Schlotfeldt has retired from the San Francisco Fire Department where she worked with the arson squad. Each having children by previous marriages, they reared her two sons, Tim and Jim, his two sons, Dale and Paul, and two daughters, Sharon and June to adulthood as one family. The Schlotfeldts delight in their 14 grandchildren.

Upon his retirement, the Schlotfeldt will move to Sonoma, California, where he intends to undertake "some serious gardening."

Schlotfeldt's supervisors and co-workers honored him with ceremonies on September 14 at Kirkland Division. Geissenheimer presented the coveted Maintenance Worker of the Month belt buckle, and Public Utilities Commission President Nancy Lenvin gave him the Commission's Honor Award. Schlotfeldt also received a $100 cash award from T.D.I. Winston, Muni's advertising contractor, and a $25 account from the Muni Shopmen's Credit Union.

At year's end, Schlotfeldt's name will be included with the other award winners this year for a drawing. The winning name will receive a Hawaiian vacation for two, courtesy of T.D.I. Winston.

At the Kirkland Division ceremonies, other maintenance workers nominated for the Maintenance Worker Award received letters of commendation. They are: Ray Alvarez, John Estebez, Jr., and Tommy Yup, all of Woods Division.

How to cope with stress

Those of us who have personal problems dealing with stress, alcohol, legal matters, drugs, finances or family/marital matters (and who hasn't?), now have confidential assistance and referral available from the Employee Assistance Program.

The program is free to all Muni employees and their families. Muni General Manager Harold H. Geissenheimer strongly endorses the program stating, "It provides valuable individual assistance on a strictly confidential basis."

Now the Employees Assistance Program is offering "Groups for Operators."

If you've ever been assaulted on the job, or felt afraid, anxious, angry, depressed, confused, suspicious or experienced difficulties at work, in personal or family life, then this group is for you.

It's a supportive, confidential place to talk — and it's free.

Other sessions and workshops, dealing with job related stress and generally "coping," are:

December 5, 6–8 p.m.: "Surviving the Holidays." How to handle concerns about money, relatives, and unrealistic expectations.

January 9, 16, 23, 6–7:30 p.m.: "How to Relax." Easy to learn exercises you can do anytime and anywhere.

All sessions are free and are located at 170 Fell Street, third floor.

The Employee Assistance Program is also sponsoring an educational series to increase understanding of alcohol and drugs.

January 12: "The American Medicine Cabinet"

January 19: "Alcohol and Drug Use and Abuse"

January 26: "Medical Aspects of Alcohol and other Drugs"

If you're interested in any of these programs, or want to find out how they can help your specific situation, call Janet Lawler or Yvonne Frazier at 558-5586 for details.

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Woods Division Maintenance Worker Patti Vigil, center, is congratulated by Supervisor Willie Kennedy, right, and PUC President Nancy Lenvin left, on winning the Hawaiian Vacation for two at the First Annual Reception for Operators and Maintenance Workers of the Month, 1983-1984. Photo: Bill Owyang/S.F.P.U.C.

MTC awards

(Continued from page 1)

MTC recognized the Muni/Bart Joint Pass Project with an Award of Merit, pointing out: "The Joint Pass was implemented April 1, 1983, after four years of technical, operational and inter-operator policy development. The Pass is good within the City and County of San Francisco on either Muni or Bart. The Muni/Bart Joint Pass removes some of the barriers to inter-operator transfers and represents a major step towards implementing a Muni/Bart/AC Transit super-pass. Muni estimates that four million passenger trips are generated by the pass annually."

Luxor Cab Company received an Award of Merit "for providing reliable van and taxi service to the elderly and handicapped in San Francisco since 1983. Luxor Cab's excellent reliability and high level of service contribute to the excellence of the San Francisco Paratransit System. Luxor's operators undergo sensitivity training to heighten their awareness of the needs and fears of those using their services. Ridership in the van program has increased sevenfold since Luxor took over in 1983."

Another Award of Merit went to the Demonstration Pass and Shuttle Project for the introduction of the CalTrain Peninsula Pass and peak-hour shuttle service. MTC explained, "The shuttle provides CalTrain riders with a link between the train's depot at 4th and Townsend Streets and the Financial District. The CalTrain Peninsula Pass allows holders of monthly CalTrain tickets to purchase an additional transit sticker for only $10. The sticker is honored by the CalTrain shuttle, Muni, SamTrans and Santa Clara County transit — all of which connect to CalTrain. A joint effort of Muni, SamTrans, CalTrain and Santa Clara transit, the project represents an important advance toward improved inter-operator transit coordination in the region."

A Certificate of Achievement went to Arlene Chew Wong "for her tremendous efforts to improve transit access for the handicapped in her capacity as a founding member, vice-chair and chair of the San Francisco Paratransit Coordinating Council since 1979. Wong is a sensitivity trainer for Muni operators and acts as a liaison between the handicapped community and Luxor Cab Company which provides lift-assisted rides in vans as part of the San Francisco paratransit system. Wong's work has impacted on both fixed routes and paratransit service improvements in San Francisco."

MTC also awarded a Certificate of Achievement to Rick Laubscher "for conceiving, organizing and managing the San Francisco Historic Trolley Festival during the summer of 1983. This tourist attraction, currently ending its second successful season, showcases trolleys from around the world and runs them along Market Street. Laubscher, who volunteered all his time and efforts, was the catalyst for this innovative project. The San Francisco Historic Trolley Festival has enjoyed so much success that a permanent "E-F" lines running the old cars has been included in Muni's five-year plan."

San Francisco representatives gathered at the Eighth Annual MTC Awards Presentation. Left to right: Tom Jordan, Muni Manager of Services; MTC Commissioner Doris Kahn, representing Mayor Dianne Feinstein; PUC Vice President John Sanger; Bill Lazar, Jr., of Luxor Cab; and Arlene Chew Wong, San Francisco Paratransit Coordinating Council. Photo: Carmen Magana/S.F.P.U.C

EDITOR'S BOX

The other day, George Newkirk, Manager of Field Support Operations, sent us a copy of a letter from James Christian, Potrero Division Manager, to Operator Alex Kouyoumdjian, #0917.

Christian wrote that on September 11, at 7:00 p.m. aboard coach 5240 at Chestnut and Fillmore, Kouyoumdjian tried to protect Muni property in the form of stolen transfers. Because of his effort, Operator Kouyoumdjian was assaulted by the thief, suffering injury. The entire episode occurred while Kouyoumdjian was off duty.

In his letter Christian therefore commended Alex Kouyoumdjian in sincere appreciation of his conscientious effort above and beyond the call of duty as an off duty Muni Operator.

We understand that Kouyoumdjian's injuries were superficial and he will recover speedily. Muni Memo congratulates Alex Kouyoumdjian and shares Christian's remark to him: "we need more operators of your caliber."

Four hands controlling 135 years of experience. At the retirement dinner in their honor held by the Inspectors' Club at the Apostleship of the Sea, the four new retirees strike a pose. Left to right, Frank Bauer, 37 years; Reno Bini, 38 years; "Jake" Jacobson, 24 years, and Frank Davis, 36 years. Photo: Carmen Magana/S.F.P.U.C.

Drive for health programs underway

The Combined Health Agencies, a coalition of 16 national voluntary health agencies, together with the Environmental Federation of California, 15 participating environmental, ecological and conservation State organizations have started their annual fund raising drive. Voluntary contributions may be designated to a specific member organization or given to each group as a whole.

Additional literature and payroll deduction cards are being distributed. Take time to read this material and the descriptions of the health and environmental agencies.

Lawrence Midura, General Manager's Office telephone 558-3214, is coordinating this drive for Muni. Call him for additional information and payroll deduction cards as needed.

In a group effort, the national health agencies have joined together to raise funds more efficiently to support their research, public education and patient services. They are committed to finding cures for diseases which cause pain and suffering for millions of Americans every day. Their group system provides an opportunity for you to help these agencies with a cash gift or through payroll deduction.

This annual fund raising effort is an opportunity to support, *voluntarily*, national health programs of medical research, professional and public education, and patient services to help ease the strain when illness upsets your life. An additional opportunity is now available to support environmental, ecological and conservation issues in California.

Muni General Manager Harold Geissenheimer presents his payroll deduction card to Departmental Chairman Larry Midura, kicking off the 1984 fund drive by the Combined Health Agencies and the California Environmental Federation. Photo: Bill Owyang/S.F.P.U.C

The decision to give is very personal. We ask that you try to be as generous as you can. Greg Morris, President of the Combined Health Agencies, points out: "If you are concerned and want to help, please consider a contribution of at least one dollar per pay period. One dollar is not a very large percentage of your check, but if everyone gave just one dollar each payday, the amount going to help these very worthwhile programs would be staggering."

Your dollars help ease the burden! The Combined Health Agencies and the California Environmental Federation deserve your generous support!

THE MUNI MEMO

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of the people, by the people, for the people
of the San Francisco Municipal Railway

Dear Muni Employees:

You have just completed a landmark year for the Muni Railway, and I want to thank each of you for the role you played.

Consider how much Muni accomplished in 1984:

- *A completely rehabilitated cable car system, ready for another 100 years.*
- *A diesel system once plagued by breakdowns reduced missed runs to near zero.*
- *The fleet added 180 new buses, 150 totally rehabilitated, 100 new articulated vehicles, 30 new Metro cars, and that's a lot.*
- *Passenger complaints fell 30 percent.*

In addition to all those good things, Muni now has a much improved management system that should make your jobs more efficient and more rewarding.

Last, but hardly least, more than 800 drivers have completed two years or more of safe driving!

What can a Mayor say to all this? Keep up the good work, that's what.

Every wish for a happy holiday season. May 1985 be another good Muni year and a healthy and productive year for each of you.

Sincerely,

Dianne Feinstein
Mayor of San Francisco

THE MUNI MEMO

VOL. 1 NO. 5 DECEMBER 1984

Photo: Carmen Magana/SFPUC

1984 a year of success and accomplishment

By
Harold Geissenheimer

1984 has been a year of rapid change and improvement for Muni. We can be proud of our successes in carrying out our assignments in serving San Franciscans and visitors to Our City.

Rehabilitation of the Cable Car system was completed on time and within budget. Full service has been restored on the three cable car routes.

The new Army Street facility was opened for the artics and is functioning well. Four major routes and several express services are now operated by these popular three door vehicles.

Design has started on a permanent maintenance facility at Harrison and 16th Streets. Site acquisition is completed.

The first of a new fleet of vehicles has been placed in service, including 180 new Flyer diesels, 100 M.A.N. articulated diesels, 30 LRV's, and 149 rehabilitated G.M.C.'s have been delivered. Our trolley coach fleet continues to be attractively and well maintained.

A long list of service improvements and route changes have been completed: First year of electric operation of the 24-Divisadero, and through routing the 49-Van Ness/Mission, operational changes and rescheduling Metro to eliminate crew change delays at West Portal and Duboce Portal, installing 75 security cameras on trolley and diesel coaches, implemented wheel chair lift service for the disabled on four major bus routes, expanded downtown shuttle service to the SP Depot, started putting in the new trolley overhead on Market Street, operated the Historic Trolley Festival for the second successful year, replaced opaque plastic windows with clear glass in 345 trolley coaches, and stepped up washing and interior cleaning on all Muni vehicles.

These are but some of the physical improvements made which represent needed changes in Muni. As important, but not as visible, are the 1984 changes in management, discipline, security, safety and training. Reaching deep into the organization, they result from commitments by the Mayor and PUC, as well as myself, to build a new Muni with a proper management base. *(See page 2)*

Seasons Greetings

Spare time "rancher" is Operator of the month

"You can expect rhetoric from some passengers, but ignore it and don't get upset. Above all, practice the Golden Rule and treat your passengers the way you like to be treated." With these words for up-coming operators, 31 year Muni veteran Travis B. Hawkins, 58, operates a #66-Quintara coach afternoons and a #31-Guerrero or #14L-Mission motor coach mornings through San Francisco's Sunset and Mission districts.

Travis Hawkins' service attitude, dependability and professional skill so impressed his passengers and supervisors that they named him Operator of the Month for September," said Harold Geissenheimer, Muni General Manager.

The Operator of the Month designation carries with it cash and civic awards, distinguishing insignia and a civic luncheon in Hawkins' honor.

The youngest of ten children, Hawkins was born and reared on his family farm in Sargent, Texas. He attended high school in Rosenberg, Texas, and then studied metal mechanical arts at the Huston, Texas, Industrial School. He moved to the Bay Area in 1944 and worked at the Bethlehem Shipyard in Alameda while attending Alameda Continuation School. Inducted into the U.S. Army in January 1945, Hawkins subsequently served with the Armies of Occupation in Korea and Germany and left the service in 1950 as a Staff Sergeant.

Hawkins worked two years at Hunters Point Naval Shipyard as a welder and acetylene burner and then joined the Municipal Railway in August 1953, initially as a cable car gripman. He operated electric trolley coaches out of Presidio Division for six years, was a streetcar motorman at Geneva Division for a year, then moved to Geneva electric trolley coaches, and in 1961 went to diesel motor coaches at Geneva, later moving to Woods. Hawkins holds Muni's 22 year safe driving award.

Hawkins married the former Bessie Givens in 1956, establishing their home in the Ingleside to rear two daughters: Mrs. Arnette Rhodes of Richmond, who has two sons; and Mrs. Theresa Massingale of Hayward, who has two daughters and a son. Mrs. Hawkins is a former instructor with the San Jose and San Francisco Barber Colleges.

In his spare time, Hawkins can be found on his "farm-ranch" in Santa Rosa where he grows seasonal vegetables for family use. Between crops, he occasionally engages in deep sea fishing.

Hawkins' supervisors and co-workers honored him with ceremonies at Woods Division September 28, when he was awarded the distinctive Operator of the Month insignia and a total of $200 from the Transport Workers Union, T.D.I. Winston Network, LaGrone Insurance and the Operators Credit Union.

At a civic luncheon at the Fairmont Hotel on October 17, Hawkins received congratulatory plaques from Mayor Dianne Feinstein and the Board of Supervisors, along with a trophy from the Council of District Merchants Association.

Travis B. Hawkins, Operator of the Month for September, credits the Golden Rule for his success with passengers. Photo: Carmen Magana/S.F.P.U.C.

T.D.I. Winston, Muni's advertising contractor, presented "a night on the town" — dinner and theater tickets for two, along with a chauffeured limousine for the evening. Hawkins' name will be included with other award winners this year in a drawing to receive a Hawaiian vacation for two, courtesy of T.D.I. Winston.

With congratulations to Operator Hawkins, Geissenheimer said: "His driving skills and concern for passengers make Travis Hawkins a well-deserving recipient of the expanded Operator of the Month Award. Thanks to the valued participation of the private sector, this employee recognition program is achieving new success. Without the time, energy and dollars freely donated by our friends at the Fairmont Hotel, the Council of District Merchants, T.D.I. Winston and the Art Blum Agency, the program would not be possible.

1984 a year of success and accomplishment

(Continued from page 1)

The ongoing programs of our Operations Division, with recommendations from the Safety Peer Group, have effectively reduced our accident rate. The diesel accident rate is down to 84 per million miles, and APTA has given us a special recognition award for reduction in accidents.

Over 800 of you completed more than two years of safe driving and 103 of you, having over 15 years of safe driving, were honored at Muni's First Annual Safety Dinner.

A new operations training center was opened in July and new programs for passenger courtesy, defensive driving and elderly and disabled passengers have been implemented.

A new operations division street management program will improve service to our riders and set standards for better operation and performance.

Similar commitments have been made in the Maintenance Field for a permanent basis for improvements. With Woods diesel base as a model, new procedures are insuring quality work. Signs of success are encouraging: the most recent Highway Patrol inspections found no defective vehicles; miles between road calls have been increasing; and we have been able to eliminate missed runs due to equipment. Both trolley coach and LRV maintenance have similar programs.

Facilities Maintenance successfully took over operation and maintenance of the cable machinery and carried out excellent programs to maintain our stations, buildings, track and structures.

You were sorely tested from July 1 to 19, but you handled the most complex series of events requiring outstanding effort, without incident and with a high degree of professionalism.

They all came to San Francisco at the same time. The Lions International Convention, the Democratic National Convention, two major Market Street parades on Sunday, July 15, numerous minor demonstrations, major movement by as many as 69 charter buses, substantial increases in Muni ridership, increased traffic congestion, the Fourth of July events and the July 10 All Star game at Candlestick, all had to be served.

You planned and managed the required re-routing, motor coach substitution and extra Metro service that brought as many as 250,000 people to Market Street, providing safe and efficient service on all Muni lines continuously.

The six peak days, July 13 through 19, saw an overall Muni ridership increase of 7.6%, with Metro up 34.6%, cable cars up 16.7%, and buses up 4.2%. On Monday, July 16, more than 75,000 passengers entered the subway, an increase of some 10,000 over a normal day.

This was all handled effectively. Thanks to your efforts. We saw an excellent display of safe driving, good maintenance, good supervision, good training and good operational planning and control.

1984 was a year of success and accomplishment, setting a basis for future achievement and progress. It was a year that amply demonstrated why I am proud to be with the fine men and women of Muni.

1985 will be a year to continue these accomplishments and to move forward, especially in operations, in improving our safety, courtesy and service to our riders.

Warmest greetings to each of you during this Holiday Season. I look forward to working with you, in prosperity and happiness, for continued successes during 1985.

Here's who's who in TWU

Local 250A Shop Stewards smiled for the camera with Army Street Division artics. Left to Right: Don Ray Stevens, Woods; Bobbie L. Brown, Potrero, Herbert Goodspeed, Army; Luther B. Evans, Metro, and A. "Cigar" Thomas, Kirkland. Thanks to Carmen Magana for caption. Photo: Joshua Rotsten/S.F.P.U.C.

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Muni employees win Managerial Awards

left to right: Richard Blum, Chairman, Mayor's Fiscal Advisory Committee; Mayor Dianne Feinstein; Louise Stoll, PUC Budgets and Grants; Richard Rogers, Muni Metro Maintenance; and Ben Dial, Pacific Bell. Photo: Bill Owyang/S.F.P.U.C.

With PUC/Muni employees holding ten of the 30 City-wide nominations for Managerial Excellence, Richard Rogers, Muni Metro Maintenance Manager, and Louise Stoll, Director of Budgets and Grants for PUC/Muni, each took a Mayor's Fiscal Advisory Committee Award, with the accompanying $750, for Managerial Excellence.

Citing major events like the Democratic National Convention, the All-Star game and the on-time completion of the Cable Car Project, Mayor Feinstein said, "San Francisco is a city that works."

The Mayor also called attention to the role that City managers play in delivering all the services that touch each of us in our daily lives.

With congratulations to each of the nominees, Mayor Feinstein said, "The 1984 Managerial Excellence Award winners represent all the dedicated City managers who strive to make San Francisco a great place to live and work."

Other PUC/Muni managers nominated were: Phil Adams, General Superintendent, Muni Ways and Structures; Susan Chelone, Transit Planner III, Muni; Kay Emerson, Director Audits and Performance Analysis; Mathea Falco, Director of Contracts and Claims; Robert Hibpshman, Supervisor of Quality Control, Muni Cable Car Project; Alfred McNaughton, systems Safety Inspector, Muni Cable Cars; Gilbert Montoya, Transit Manager I, Muni Training; and Walter Ware, Division Manager, Muni Cable Cars.

MUNI PUC MANAGER

As 1984 draws to a close, it is appropriate to review our blessings and accomplishments before undertaking the challenges of 1985.

1984 was a good year for us. Because of your accomplishments we're in good position to meet Muni's service requirements and San Francisco's public transit needs during 1985. Our 1984 successes are the result of the individual decisions each of you made every day to do a little better, to exert a little more initiative or a little more care in the daily conduct of your job. All of these individual decisions combined to bring about a better Muni and to put us back on the road which will again allow us to say with pride, "I work for the Muni."

Best wishes for a happy holiday season. I hope the new year is one of accomplishment and of health and happiness for you and your loved ones.

Rudy Nothenberg

Bill Owyang/S.F.P.U.C.

Phil Adams

Sommerauer Maintenance Worker of the Month

He's dubbed "Banana Man" by residents of Bay Area homes for the elderly, because he brings them bags of bananas during his frequent visits for volunteer work. He's viewed with awe by his fellow competitors in the "Escape from Alcatraz Triathlon," because his 66 years don't slow him in the swimming, biking and double dipsea running events.

In the words of Dan McCarthy, Potrero Division Maintenance Manager, ". . . he does the work of any four men I know and redeems my faith in human nature."

These are but some of the facets of Otto Sommerauer, the body and fender worker who does running repair on the 175 trolley coaches operating from Muni's Potrero Division.

"His energy, good works, professionalism and dedication to good maintenance practices made such an impression on his co-workers and supervisors that they gave him another title, that of Municipal Railway Maintenance Worker of the Month for October," said Muni General Manager Harold Geissenheimer.

This designation brings with it the Public Utilities Commission Honor Award, the coveted Maintenance Worker of the Month belt buckle, and a total of $125 in cash awards from the Municipal Railway Shopmen's Credit Union and T.D.I. Winston Network, Muni's advertising contractor.

These honors were presented by PUC President Nancy Lenvin and Geissenheimer during a reception in Sommerauer's honor at Presidio Division Shops on October 19, 1984. The Maintenance Worker title entitles Sommerauer to have his name entered into a drawing with the other award winners this year. The winning name will be treated to a Hawaiian vacation for two, courtesy of T.D.I. Winston.

Born in 1918 and reared in Zurich, Switzerland, Sommerauer completed trade school and a four year body and fender apprenticeship. He entered the Swiss Air Force in 1938, and although Switzerland was neutral during World War II, he served various periods of active duty in the Swiss Ready Militia.

He married the former Teresa Minini of Lugano, Italy, in 1945. They have two grown sons: Elvio, a graduate geologist, and Eddie, a civil engineer with Alameda.

Emigrating to the United States with his family in 1954, he settled in San Francisco and for the next 20 years did body and fender work for various auto rental and leasing firms and tour companies.

He came to work for Muni in August, 1974, and worked on diesel coaches at Woods and Kirkland Divisions, on the so-called "green torpedo" PCC streetcars at the 24th Street Car House, and lately for some six years on the trolley coaches at Potrero Division.

Sommerauer says if a job is there to be done, he does it and doesn't wait for the other guy to do it. "If it's going to be, it's up to me," he says. An outlook that he maintains in his work, volunteer activities and athletic programs.

Otto Sommerauer, October Maintenance Worker of the Month, was named recipient of the coveted award for his energy, good works, professionalism and dedication to good maintenance practices. Photo: Carmen Magana/S.F.P.U.C.

Happy New Year

EDITOR'S BOX

In the news trade, the *MUNI MEMO* is known as a controlled circulation newspaper. It is delivered to Muni employees, other PUC employees who support Muni, other San Francisco municipal departments, and other transit agencies having an interest.

Delivery is by the Postal Service, to the employee home addresses on record with the PUC Bureau of Personnel.

If you've moved, and left a change of address form with the mailman, the Postal Service will send your new address to us, and we'll correct our mailing list.

When the Postal Service can't deliver because the address is wrong, or you've moved without filing a change of address, then *MUNI MEMO* must drop the wrong address from our mail list. Which means you don't get your copy of the *MUNI MEMO*. So far, the mailman tells us that some 450 of the home addresses Personnel has are wrong, and mail cannot be delivered to them.

The *MUNI MEMO* can't correct your personnel records, you should do that for yourself. But if you're not receiving your copy of the *MUNI MEMO* at home, it's because Personnel doesn't have your correct address.

A call to us at 558-3737, or a note to W. D. Hanson, PUC, 287 City Hall, San Francisco 94104, will insure that the mailing list is up-dated and you'll receive your copy of the newspaper.

A special public word of appreciation goes to Rodney Laucks and Renee Simoni, of the Bureau of Management Information Services, for their efforts and assistance in maintaining the *MUNI MEMO* mailing list. Our thanks to you both!

Kirkland Lace fetes seniors. *Kirkland operators all, they came together as a baseball team and stayed together in community service for seniors at Ella Hill Hutch Senior Center. City tours, picnics, and even fund-raising dances with proceeds to holiday meals for seniors are some of this team's community activities. Left to right sitting Tanya Chatman; kneeling Edna Herbert, Lanita Rollins, Mary Baytop, Rosemary Bethea, Yvette Geer, Carmen Matas, standing Lenard Chapman, Danielle Davis, Monica Carter, Patricia King, Pamela Lewis, Linda Berry, Denise Herron, and John Ross. Photo: Carman Magana/S.F.P.U.C.*

More on coping with stress

Last month we told you about the Employees Assistance Program, "Groups for Operators," which can help us learn how to cope with stress. This FREE service is confidential and supportive, providing a good place to talk out our problems.

Continuing the listings in last month's *MUNI MEMO*, additional sessions are scheduled at 170 Fell Street, third floor. All sessions run from 10 a.m. to noon, and are open at no cost to City employees, their families and friends.

February 9: "Things you should know about Teenage Alcohol and Drug use"

February 16: "Alcohol and Drug Use in the Workplace," and "Alcohol, Drugs and the Family"

February 23: Recovering from Addiction; How it Works"

If you're interested in any of these programs, or want to find out how they can help your specific needs, call Janet Lawler or Yvonne Frazier at 558-5586 for details.

Locked doors are first defense

The easiest way for someone to enter your home is simply to open an unlocked door. In fact, this is the way that many houses are illegally entered. Very few families take the number one precaution of locking exterior doors at all times whether someone is home or not.

Doors should always be locked. Unfortunately, however, this in itself is actually small defense against the determined criminal. Here's why:

- Doors often have small glass or light plywood panels which can be easily broken or cut with a rasp or keyhole saw. Someone can then open the lock simply by reaching through the hole and disengaging it.
- When a door doesn't properly fit its frame, it can be easily forced open by wedging a prying bar between the door and the frame and "spreading" the door away until the bolt moves free from the strike (the hole in the doorframe that the bolt slides into when the door is locked).
- Doors that open outward can often be opened simply by removing the hinges and lifting the entire door from the frame.
- Certain locks can be easily picked, removed or destroyed.

It is virtually impossible to prevent someone from entering your home through an outside door if that person is really determined to do so and has sufficient time and skill to accomplish the deed.

If you can't entirely eliminate the possibility of someone breaking into your home, what's the next best thing to do? Obviously it is to make breaking in as difficult and time-consuming as possible. If the burglar still succeeds, at least you will have forced him to destroy the lock, or a part of the door, or in some other way to leave clear evidence of illegal entry.

This will be very important when you file an insurance claim to recover your loss. If nothing else, it will at least minimize the likelihood of your claim's being denied on the grounds of negligence.

New Facilities Maintenance Managers

Javan Farsi, Acting Chief Engineer, Muni Facilities Maintenance. Photo: Bill Owyang/S.F.P.U.C.

Don Haagstad, Superintendent, Cable Car Operations and Equipment Maintenance. Photo: Bill Owyang/S.F.P.U.C.

THE MUNI MEMO

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THE MUNI MEMO

Geissenheimer resigns — search on for successor

By Anne Milner
Public Relations Officer

In a surprise announcement, Harold Geissenheimer has resigned as Muni's general manager effective March 6th.

Geissenheimer, who came to Muni in November of 1982 from the Chicago Transit Authority where he had been operations manager, said he has accomplished much of what he set out to do at Muni and is just plain tired.

In his resignation letter to Public Utilities General Manager Rudolf Nothenberg, Geissenheimer stated, "The last two years have been the hardest work of my career and I feel the need to be relieved of the 24-hour pressures of my position."

Geissenheimer said he intends to continue in mass transportation and to seek a position in the private sector.

Geissenheimer was Mayor Dianne Feinstein's personal choice as director of the Municipal Railway and is best known for what has been frequently quoted as his "nuts and bolts' approach to transportation and "back to basics" philosophy on bus operations and vehicle maintenance.

Among the numerous strides Muni has made under Geissenheimer during the past two years are a 10 percent reduction in our accident rate, the institution of driver retraining programs, expansion of employee recognition and awards programs, the purchase of 280 new diesel buses including 100 M.A.N. articulated motor coaches, and a marked improvement in maintenance procedures for all vehicle modes.

Mr. Nothenberg praised Mr. Geissenheimer as a "super manager" and says he will be a hard man to replace.

Nothenberg says the search is on for a replacement to fill the Muni general manager's slot and hopes the position will be filled as soon as is practicable.

For Muni General Manager Geissenheimer's announcement of his resignation, see page 3.

According to Nothenberg, he is accepting applications from transit managers from all over the country as well as from qualified applicants from within Muni.

In the meantime, Nothenberg says, the three deputy general managers, Paul Tolivel in Operations, Ann Branston in Equipment Maintenance and Ed Pearson in Facilities Maintenance will continue to act as a strong management team extending their expertise horizontally throughout the organization as well as vertically within their own departments.

Nothenberg says he is committed to finding a general manager as rapidly as possible and does not want to see the position vacant for very long. "Every organization needs a strong leader and I don't want to see a repeat of what

(Continued on page 5)

Guard and Reserve Forces honor cable car employees

By Alan Siegel

On December 11, 1984 two members of the San Francisco Municipal Railway's Cable Car Division were awarded Certificates of Appreciation by the National Committee for Employer Support of the National Guard and Army Reserve.

Cable Car Manager Walter Ware and Supervisor Robert Pottinger received the certificates in a ceremony held at the Cable Car Museum at 10:45 AM attended by Muni General Manager Harold H. Geissenheimer. Mr. Ware is a San Francisco resident of the Noe Valley district, and Mr. Pottinger resides in Walnut Creek.

Presenting the award was Colonel Robert L. Menist Commander of the 91st Army Division, who presented the awards "On behalf of the Defense Department and the men and women of the Guard and Reserve Forces for distinguished contributions to the National Defense."

The Certificate of Appreciation, the first awarded in Northern California, is a new program by the National Committee to show appreciation to employers who support the cause of a

(Continued on page 6)

Pictured left to right following the presentation of the Certificates of Appreciation held in the Cable Car Museum are Muni General Manager Harold Geissenheimer, Supervisor Robert Pottinger, Cable Car Manager Walter Ware, and Colonel Robert L. Menist. Photo: Bill Owyang/S.F.P.U.C.

Milam wins Operator of the Month second time

Awards appear to come in twos for Richard L. Milam. Not only was he named Operator of the Month for the second time in his career, but at the same October ceremony he was also presented Muni's award for 22 years of accident free driving. Photo: Joshua Rutstein/S.F.P.U.C.

Richard L. Milam, 52, has been selected for the second time in his Muni career as Operator of the Month, this time for October 1984, it was announced by Muni General Manager Harold Geissenheimer.

The first time the 27-year Muni veteran won the award was in 1969.

"I didn't think it was possible for me to win Operator of the Month more than once," Milam said on learning of this second award. "My wife always said I would win it a second time, but I didn't believe it until my division manager convinced me it was so," he said.

Milam started with Muni as a Motorman in September 1957, when he was assigned to the extraboard for diesel buses. He became familiar with the White, Mack and GMC buses formerly used by Muni. For the past 22 years, Milam drove 38 and 38L Geary buses out of Kirkland Division. Since May, this year, he has been operating the new M.A.N. articulated coaches on the Geary Street lines.

Originally from Hollow Rock, Tennessee, Milam completed school in McKenzie, Tennessee, and after hauling coal as an independent contractor in Kentucky, he enlisted in the U.S. Navy for a four year tour. Discharged as an Able Bodied Seaman, he considered entering maritime service, but when he completed Civil Service examinations for Muni operator, he jumped at the opportunity to remain in San Francisco.

In 1972 he married Kathleen Knaut of San Francisco. Mrs. Milam is with the Ethan Allen Travel Agency in Serramonte. They have no children.

Milam received an extra award when announced as Operator of the Month. He was presented Muni's award for 22 years of accident free driving, a distinction shared by fewer than 25 Muni operators currently on duty.

Milam was given a total of $300 in awards from the Transport Workers Union, La Grone Insurance, the Municipal Railway Credit Union and T.D.I. Winston, Muni's advertising contractor. In addition, he received commemorative plaques from Mayor Dianne Feinstein and the Board of Supervisors, along with a trophy from the Council of District Merchants Association, at a civic luncheon in his honor at the Stanford Court Hotel.

T.D.I. Winston also presented Milam with a night on the town for two, with dinner and theater tickets and a chauffered limousine for the evening.

Milam's name was put into a hopper with other award winners named during the year for a drawing to receive a vacation for two in Hawaii, courtesy of T.D.I. Winston.

While congratulating Operator of the Month Milam, Geissenheimer pointed out, "Operator Milam's superior driving skills and demonstrated courtesy to passengers make him a most deserving and suitable winner in the now expanded Operator of the Month program. It is not often that I have the privilege of honoring an individual who has won the coveted Muni Operator of the Month award twice in one career. It's gratifying that, this time around, Mr. Milam is able to take part in our new, expanded program which is a success only because of the valued participation of the private sector in San Francisco. Without the time, energy and dollars donated by such friends as Jim Nassikas of the Stanford Court, the Council of District Merchants, T.D.I. Winston, and especially Art Blum Public Relations, this sort of program would never be possible."

Transit officials toast UMTA at 20th birthday celebration

Transit officials from the San Francisco Bay Area gathered together in November to toast a loyal and greatly appreciated friend: the Urban Mass Transportation Administration (UMTA). The occasion for the celebration was a party in honor of UMTA's 20th birthday hosted by MTC.

At the ceremony, MTC Commissioner Robert Schroder of Contra Costa County presented a resolution of appreciation on behalf of MTC to UMTA representative Brigid Hynes-Cherin. Also presenting resolutions of appreciation on behalf of their agencies were L.A. "Kim" Kimball, general manager of AC Transit; Nello Bianco, vice president of the BART Board; Burch Bathtold, director of Caltrans District 4 (and an MTC Commissioner as well); Joyce Fisher Olson, director of marketing and planning for the Central Contra Costa Transit Authority; Anson Moran, assistant general manager for finance of the San Francisco PUC, which oversees Muni; and Miriam Gholikely, board member of SamTrans.

Acting as master of ceremonies was MTC Chairman Quentin Kopp, who also presented a resolution of appreciation from the Golden Gate Bridge, Highway and Transportation District Board, which he sits on as well.

"The partnership between local agencies and UMTA has been instrumental to the success of our region's transportation systems," declared Kopp.

UMTA Representative Cherin praised the citizens of the Bay Area for doing their part by taxing themselves to help finance transportation projects. "Surely your commitment is an example to everyone," she said.

UMTA's roots go back to 1964 when Congress approved the Urban Mass Transportation Act, which for the first time set aside federal funding for local transit systems. The Urban Transportation Administration (UTA), later to become UMTA, was established to oversee the program. Since its inception, UMTA has handed out more than $30 billion nationwide, with the Bay Area benefiting to the tune of $1.6 billion.

Locally, UMTA funds have been used for everything from assisting in the construction of the 71-mile BART system and San Francisco's Muni Metro light-rail network to subsidizing a portion of the day-to-day transit operating costs. Recently, UMTA funded $47 million of the San Francisco Cable Car Reconstruction Project, entered into an agreement to fund $257 million of Santa Clara County's 21-mile Guadalupe Light Rail System and provided $73 million toward BART's purchase of 90 new "C" cars.

All told, regional transit agencies have done well over the last 20 years. AC Transit has received some $228 million from UMTA, BART more than $506 million, Caltrans $76 million, Central Contra Costa Transit Authority (County Connection) more than $8 million, the Golden Gate Bridge, Highway and Transportation District $78 million, San Francisco Muni $418 million, San Mateo County Transit District (SamTrans) $72 million and Santa Clara County Transit District $222 million. (transactions)

New officers named for Local 250-A, TWU

Local 250-A, TWU has announced its new roll call of officers: President, Samuel W. Walker; Executive Vice-President, Ray J. Antonio; Secretary-Treasurer, John B. Hepburn; Recording Secretary, Claire Caldwell; Vice-President, Allie Thomas, Jr.; Vice-President, Bobbie L. Brown; Vice-President, Don Ray Stevens; Executive Board Member, Robert McCollins; Executive Board Member, Wilson Mills; Executive Board Member, Charles Flintroy; Executive Board Member, Alvin Sweetwyne; Staff Representative, William K.Y. Jung.

Army Chairman, Herbert Goodspeed; Woods Vice-Chairman, LeJune Carter; Woods Secretary, John Kantor; Kirkland Vice-Chairman, Lee Thornton; Presidio Vice-Chairman, Weston Hatch; Geneva Vice-Chairman, Leon Booker; Potrero Vice-Chairman, Joe Barnes; Potrero Secretary, Ernesto Galamay; Army Vice Chairman, Willie Crossley; Army Secretary, Henry Yeatling.

THE MUNI MEMO

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The *MUNI MEMO*

Harold Geisenheimer announces resignation

Through teamwork, dedication, and a high degree of professionalism, the management and staff of the San Francisco Municipal Railway have supported me in developing and implementing many programs to improve transit services for the people of San Francisco.

Muni is a diverse 1000-vehicle multi model transit system, including Metro Rail, trolley coach, diesel bus, articulated bus, historical street car, and cable cars operated over 79 separate routes.

Over 900,000 daily passengers use our system daily, representing one of the highest per capita ridership in the United States.

During the period 1982-1985, Muni has:

- Decreased Muni accidents by 10%.
- Implemented Bus Safety Peer Group Review to improve driver selection, training, and discipline.
- Opened Transit Training Center.
- Established annual driver retraining and accident follow-up programs.
- Reviewed and refined Metro and bus operational and emergency procedures.
- Expanded Metro System Safety Program and coordination with San Francisco Fire Department.
- Implemented Phase III service improvements.
- Continued improvement of computerized scheduling.
- Refined Schedules to insure most productive use of available funding.
- Electrified #24-Divisadero route across the entire city with grades up to 22%.
- Reopened Cable Car System after two-year complete rehabilitation.
- Muni rebuilt cable cars to original condition.
- Installed new improved emergency slot brake.
- Restructured cable car organization and retrained cable car personnel.
- Implemented 100 vehicle articulated bus operations on four routes, including 100% operation of major Geary Street corridor.
- Opened separate Army Street maintenance base for articulated buses.
- Developed training and operational programs for articulated bus drivers.
- Stabilized transit operator levels.
- Close coordination with San Francisco Police Department Mass Transit Unit, including plan to return to uniformed police officers on transit vehicles.
- Installed surveillance cameras on 100 vehicles.
- Managed Muni operations during major events: The Democratic Convention, the All-Star Game, and the Super Bowl.
- Inaugurated CALTRAIN-sponsored Muni shuttle service between commuter trains and financial district.
- Negotiated two-year contract with Transport Workers Union that included important management requests.
- Expanded Muni Operator of the Month program to increase public recognition of drivers.
- Established supervisor and other incentive programs.
- Held First Annual Muni Safe Driver Dinner that recognized over 100 operators with safe driving records of more than 17 years.
- Almost 1000 Muni operators have two or more years of no accidents.
- Re-established Transit Supervisor Program and return to blue inspector uniforms.
- Started installation of system-wide radio location and control system.
- Designated 1985 as Muni Year of Operations and pledged full support of Street Management Program.
- Muni Planning Department developed initial T.S.M. street traffic improvement program including bus stop consolidation.
- Implemented Wheelchair access lift-equipped bus service on four routes.
- Purchased 180 new 40' standard "Flyer" diesel buses with two double-width doors, two and one seating for easy passenger flow, and wide, clear glass sliding windows and roof hatch ventilation
- Purchased 100 new 60' high-capacity "M.A.N." articulated buses with three double-width doors and easy passenger flow.
- Completed rehabilitation of 149 rehabilitated 1969 40' GMC diesel buses.
- Reorganized diesel bus maintenance to include establishment of standards, quality control, inspection procedures, defect card system, and road call follow-up.
- Established system of accountability for work performed.
- Increased vehicle availability to excess of 100% of daily needs to insure no daily missed runs.
- Reduced road calls due to mechanical defects. Miles per vehicle road call increased from a low of 600 miles to high of over 1000 miles in December 1984.
- Corrected all violations previously reported by California Highway Patrol and achieved high ratings on three inspections including favorable comment on the establishment of Muni's P.M. and Quality Control System.
- Employed A.T.E. Management to assist in new maintenance programs including "Easy Fleet" Computerized Program.
- Worked closely with City Purchaser and P.U.C. B.M.I.S. to establish material management system, increase control over stock and eliminate buses out of service due to no parts available.
- Supported expansion of use of pollution-free energy-conserving electric trolley coaches.
- Continued excellent maintenance of 345 ten-year old electrics.
- Developed Multi-Year Rehabilitation Program for trolley coaches to extend life to 20 years.
- Installed clear glass windows on trolley coaches to replace badly deteriorated plastic windows.
- Worked to reduce visual clutter and simplify overhead construction of trolley coach overhead wire and make maximum use of single poles for joint lighting, power, and transit use.
- Started installation of four lanes of trolley bus wire on Market Street
- Placed 25 new Boeing articulated Metro cars in service.
- Increased rush-hour Metro vehicles in service from 82 to 103 cars.
- Revised Muni Metro Operations to include testing of operational alternatives of train lining, scheduled operation, and alternate procedures.
- Increased rush-hour throughput in the subway to an average of 50.8 trains per PM peak hour and 607 cars per day at Embarcadero.
- Reduced turnaround time at Embarcadero to within three minutes about 96% of the time.
- Developed in-house Equipment Engineering capability for vehicle specifications and modifications.
- Employed Booz-Allan & Hamilton to expand equipment design and maintenance programs.
- Developed Facility Maintenance P.M. and Capital Improvement Programs.
- Implemented Cable Machinery Start-up and P.M. Programs.
- Transferred to Muni Operations control of overhead line maintenance.

HAROLD GEISSENHEIMER

- General clean-up and repainting of all Muni facilities.
- Organized General Manager's Security Committee to oversee implementation of Muni security programs to include procerlure, controls, fencing, parts control, and ID badge system.
- Participation in development of PUC discipline system.
- Issued three editions of First Muni System-wide timetable book for use by passengers.
- Issued Passenger Information publication for cable cars, Muni Metro, Metro Safety, Muni data, and comprehensive Muni Guide.
- Continued publication of three new editions of Muni system map sold for $1.00.
- Refined processing of passenger complaints and initiated preliminary use of computerized schedule information by telephon clerks.
- Established Employee Recognition Program in Equipment Maintenance and developed plans for Muni-wide program.
- Set up Marketing Program to include TV, newspapers, and onboard vehicle advertising for reduced $20 Fast Pass Program.
- Began publication of Muni Memo employee publication.
- Completed testing, selection, and Civil Service appointment of permanent key management staff to include two Deputy General Managers.
- Coordinated implementation and expansion of exterior vehicle advertising with Winston Network to include exclusive use of decals on articulated buses.

All of this was accomplished by our almost 4000 employees during a period of high public expectations and visibility following a low point of serious accidents, service delays, and vehicles out of service.

Special mention of the dedication of both our managers, supervisors, maintenance workers, and drivers must be made to show how this "turnaround" was accomplished.

The full support of Mayor Feinstein, the Board of Supervisors, the Public Utilities Commission, PUC General Manager Rudy Nothenberg, and our employee unions also helped make this possible.

Truly, Muni is important to San Francisco. I am proud to have been part of this revitalization and am proud to say "I worked at Muni."

February 4, 1985

Rudy Nothenberg, General Manager
The Public Utilities Commission
City Hall, Room 287
San Francisco, California 94103

Dear Rudy:

It is with some regret that for personal reasons I must announce my resignation as General Manager of the Muni Railway.

The last two years have been the hardest work of my career, and I feel the need to be relieved of the 24-hour pressures of my position. I intend to continue in mass transportation and seek a position in the private sector.

I leave with some satisfaction for the accomplishments of the last two years. The Muni Railway has made solid advances in record time to improve management, discipline, training and safety. In my professional judgment, San Francisco is well on the road to a system superior to those of most American cities.

I am most grateful to you and to so many others who have been extraordinarily helpful in pulling the Muni up by its bootstraps. I particularly thank the hundreds of Muni workers for pitching in during difficult times for the good of the service.

It is my hope to stay on the job until March 6 to complete those projects now in progress, and to remain in San Francisco for the immediate future. I am sure you know that if I can be of any help whatever, you have only to ask.

Sincerely,

Harold Geissenheimer

HAROLD GEISSENHEIMER
Muni General Manager

Rudy Nothenberg, P.U.C. General Manager, responds to Geissenheimer's resignation on page 6.

Glover is November's Maintenance Worker

George Glover, pictured at work above, was named Maintenance Worker of the Month for his innovative and creative talent as a glazier and his willingness to do more than ordinarily expected on the job. Photo: Carmen Magana/S.F.P.U.C.

Forty years ago, he was another rifle-packing GI with the 101st Airborne Division, besieged at Bastogne during the Battle of the Bulge.

Today, George V. Glover, 63, is part of a four-man team of glaziers maintaining and restoring window and mirror glass for eight Muni maintenance facilities and the more than 1300 light rail vehicles, cable cars, trolley and motor coaches making up Muni's revenue fleet.

He was honored as Muni's Maintenance Worker of the Month for November 1984, at a special ceremony in Muni's Metro Shop on November 16th.

Working for The City since 1972, Glover started with the Department of Public Works as a temporary glazier. He joined Muni in 1973 on a permanent basis at the now defunct Elkton Shop which was located on the site of the present Metro Center. At Metro, as at Elkton, Glover provides glazier service for revenue and non-revenue vehicles as well as for Muni's fixed maintenance and service facilities throughout The City.

A native San Franciscan, Glover was reared in the Marina and graduated from Galileo High School in June 1941. He worked for the Southern Pacific and by November 1942 had enlisted in the U.S. Army. He served Stateside before shipping to England to become a bodyguard for Eisenhower. Shortly after the Normandy invasion he joined the airborne unit which in December 1944 was surrounded and isolated by enemy forces during the Battle of the Bulge, earning the sobriquet "Battling Bastards of Bastogne." Later, Glover's outfit liberated the Alsace-Lorraine and captured Hitler's mountain retreat in Berchtesgaden, Germany.

Returning to civilian life on Christmas Eve, 1945, Glover worked in appliance repair and handled furniture for Hale Brothers' Stores. In 1949, Glover started to handle and work glass in various glazier shops in The City and on the Peninsula. He is a 35 year member of Local 718, Glaziers and Glassworkers, AFL-CIO.

In 1950, he married Lila Anne Cassidy, newly graduated from San Francisco College for Women, and established the family home in Redwood City. They have four grown children: Elizabeth, 32, John, 30; Jim, 27; and Dennis, 19. Daughter Elizabeth is the mother of granddaughter Erin, age 7, and grandson Dave or "Casey," age 3.

Attending the Metro Center ceremony to honor Glover was PUC President Nancy Lenvin, PUC General Manager Rudy Nothenberg, Muni General Manager Harold Geissenheimer and Deputy General Manager for Equipment Maintenance, Ann Branston

Glover received a PUC Honor Award signed by the Mayor, the specially designed Maintenance Worker of the Month brass belt buckle, and a letter of commendation which goes into his permanent personnel file. He also received a $100 award from T.D.I. Winston, Muni's advertising contractor, and a gratis $25 account from the Muni Shopmen's Credit Union. Glover's name was included with other winners of the award for an end of the year drawing to receive an expense paid Hawaiian vacation for two, courtesy of T.D.I. Winston.

Metro employees also nominated for the award who were honored at the ceremony are: Dennis DeLuca, Angel Fontanilla, David Lee and Mike Resch.

Muni General Manager Geissenheimer said, "George Glover is a fine example of the outstanding workers in Muni maintenance. He not only takes care of the day-to-day glass work routinely needed by Muni vehicles and facilities, but he is also an innovative and creative worker, lending his talents and expertise in areas far beyond those normally expected."

Bay Area Operators strive for coordination

Bay Area transit agencies are making strides toward interoperator coordination and streamlined operations, according to two reports recently completed by MTC.

The *Transit Coordination Evaluation* and the *Productivity Improvement Program* are two tools MTC uses to guide and monitor the region's transit agencies. Both are prepared annually under legislative mandates to improve the quality of service to the public. Promoting coordination among the region's transit operators is one of MTC's most important functions, while the Productivity Improvement Program stems from MTC's responsibility for ensuring that transit agencies efficiently and effectively use their state and federal funds.

Transit Coordination Evaluation

The Bay Area's transit operators range from small, local bus companies to large city and countywide multi-mode operators. In an effort to make this diverse and geographically extensive transit network function as a single, cohesive system, MTC annually prepares the *Transit Coordination Evaluation*.

"The Evaluation identifies for operators what efforts are desired of them in order to create a smooth-functioning, regional transit network," said Ann Flemer, MTC planner. "The recommendations outlined in the Evaluation are the program goals to improve interoperator coordination and are monitored by MTC staff in conjunction with the transit operators."

The report includes a review of information systems that aid the transit user in connecting with different operators; physical facilities that are convenient for the transferring transit user; service changes or expansions that enlarge the network of regional connections, schedule coordination designed to reduce the waiting periods at transfer points; and fare arrangements to facilitate multi-operator transfers.

This year's evaluation cited major improvements such as the transit information displays at the Transbay Terminal; institution of the new two-part reduced fare transfers between AC Transit and BART; inauguration of the Peninsula Pass program which allows holders of a monthly CalTrain ticket unlimited use of the San Francisco Muni, Sam Trans and Santa Clara County bus systems with the additional purchase of a $10 sitcker; provision of Santa Clara County Transit shuttles from CalTrain stations to Silicon Valley firms; and inauguration of transit service across the Dumbarton Bridge hy AC Transit.

Already in existence in the region are an AC/Muni pass, a BART/Muni joint pass, a Santa Clara County Transit/CalTrain pass, a Regional Transit Guide published by MTC, plus numerous transfer arrangements whereby operators accept each other's transfers and/or monthly passes in areas where their service boundaries meet.

In addition to an evaluation of 19B4 improvements, the report cites several recommendations for improvements in 19B5. These recommendations include continued development of the joint AC/BART/Muni "super pass" and transfer program, expansion of the BART and bus signal beacon program, installation of the regional transit information displays at major interoperator transfer points and schedule coordination improvements between the Peninsula CalTrain and local bus operators. (transactions)

EDITOR'S BOX

If you are a Muni employee and did not receive your copy of the *MUNI MEMO* at your home, then neither the *MUNI MEMO* nor the PUC Bureau of Personnel has your correct address.

The Postal Service is supplying address corrections for anyone who moved and left a forwarding address. When the postman tells us that your *MUNI MEMO* cannot be delivered as addressed, we have no choice but to delete that address from our records. This means that the folks at PUC Bureau of Personnel also do not have your correct address.

MUNI MEMO can't correct your personnel records, you must do that for yourself. You should be aware however, that if your copy of the *MEMO* is not being delivered to your home, it's because Personnel does NOT have your current address.

A note to the *MUNI MEMO*, 287-City Hall, San Francisco, CA 94102, or call 558-3737, will up-date our mailing list and your copy of the newspaper will arrive without delay.

Another special public word of appreciation to Rodney Loucks and Renee Simoni of the PUC Bureau of Management Information Systems for their extra efforts in bringing our mailing list up to date. The *MUNI MEMO*'s special thanks to you both!

Gripman Payne rings bell on cable car dips

"I just do not like pickpockets," cable car gripman Carl Payne, 44, told *Examiner* staff writer Marsha Ginsburg, after he caught three suspected thieves on the Hyde-Powell cable line.

"Most gripmen carry gloves," Ginsburg observed, "but Payne carries handcuffs."

Payne has been with the cable cars for 22 years. He says he's always on the lookout for thieves.

A three time winner of the cable car bell ringing contest during the past four years, Payne saved police and two elderly tourists a lot of headaches on January 23rd, when he nabbed the three suspects.

Police said the unofficial cable car cop has assisted in hundreds of similar incidents. They plan to write a letter of commendation, honoring Payne for going "above and beyond the call of duty."

While changing shifts at Mason and Washington streets, Payne noticed a man at the rear of his Powell-Hyde cable car unzip an elderly woman's purse and remove the wallet of the visitor from St. Louis. When the man, later identified as 28-year old Jimmy J. Rodgers of San Francisco, tried to leave, Payne confronted him.

The two rolled off the cable car, and "a pretty good donnybrook" ensued, said Police Officer Richard Sheehan. "He cuffed the darn guy and effected the arrest.

"He had everything under control. he should have just marched him down to the station house and booked him," Sheehan said.

"The guy really does keep an eye open."

Rodgers was booked on suspicion of grand theft and battery.

Two hours earlier, another elderly woman on the cable car was jostled by two men and she felt "some movement in her purse."

When she called out that her wallet had been stolen, Payne stopped the car and Jackson and Mason streets and told everyone to stay put until the police could be called. When they arrived, Payne pointed out the two men, one of whom had been carrying a folded newspaper—the other had held a coat over his arm. Payne had noticed them standing next to the woman, a tourist from Texas, during the cable car ride.

The man carrying the newspaper had laid it on the cable car seat bench, said Officer Carl Tennenbaum. The wallet was found inside.

Police arrested Johnny Hines, 42, of San Francisco and another man who refused to give his name, Tennenbaum said.

The men were booked on suspicion of grand theft, criminal conspiracy and possession of stolen property.

Tennenbaum said Payne "has been around for a while" and knows the pickpocket's profile.

"He ought to be deputized," he said.

Payne, reported by the *Examiner* as a six-time winner in The City's Cable Car Bell Ringing Championship, says he doesn't know what all the fuss is about.

"If I see something going down, I'm going to get involved," Payne said.

Police say stolen wallets are the most common form of crime aboard the cars.

The *Chronicle* editorial "Let's Hear it for the Good Guys," singled out and praised Carl Payne for the arrest of the three pickpockets, one of whom he personally tackled and handcuffed.

Muni's Harold Geissenheimer added his personal commendation and appreciation to Payne, "for a job well done in apprehending three pickpockets."

MUNI MEMO joins with General Manager Geissenheimer and San Francisco newspapers in good wishes to Carl Payne and deep appreciation for the genuine concern which he displayed for his passengers.

General Manager Geissenheimer resigns

(Continued from page 1)

happened when former Muni General Manager Curtis Green resigned and the Railway was without a general manager for six months."

Nothenberg says he will consider using an outside consulting firm to launch a search for the right person if nobody seems to be available quickly enough.

In a related matter, Operations Manager Richard Sinigiani, who has been with Muni for 19 years, has also announced his resignation. Sinigiani will be leaving the Railway on April 1.

Sinigiani, who started at Muni as an operator and worked his way up to Acting Deputy General Manager of Operations, will be taking a post with Metro North in New York City.

Said Nothenberg, "I sincerely regret the departure of such outstanding managers as Mr. Geissenheimer and Mr. Sinigiani who have done so much for Muni. I wish them luck in their future endeavors."

Doyle is November's Operator of the Month

Cable Car Gripman Leroy F. Doyle, 49, has won the award of Operator of the Month for November 1984, it was announced by Muni General Manager Harold H. Geissenheimer.

This is the second time the 26-year Muni veteran has won the award. The first time was in October 1975.

Doyle came to work for Muni in December 1958, starting out as a Cable Car Conductor. He later spent a year with the diesel coaches in Kirkland Division, driving the #19-Polk and #42-Downtown routes. He returned to the Cable Cars and stayed with them until the system was shut down for renovation in 1980. He then operated the #1-California Express, #31-Balboa Express and #42-Downtown until the Cable Car renovation neared completion. He then returned to the Cable Cars to conduct field tests of the slot blade, the emergency brake system which drives a steel blade into the cable slot to stop the car.

With the resumption of cable car service, Doyle has become popular with regular passengers and visitors alike. Their commendations and letters of praise convinced Doyle's supervisors that he should be singled out for the Operator of the Month award. Holding a 19-year safe driving award also, Doyle is due to receive an award for 20 years of safe driving.

Doyle was born in Cadillac, Michigan. Orphaned at an early age, he was reared by various relatives and attended high school in Flint, Michigan. He worked for General Motors fashioning camshafts, then enlisted in the U.S. Army in 1956, finishing his education and serving with the 11th Airborne Division in Munich, Germany. He left the service in 1958, and having relatives in Novato, came to the San Francisco Bay Area.

Formerly married, Doyle has an adult son, Donald, who is an offshore oil well driller and the father of grandchildren Dustin and Jill, and a 12 year old daughter, Debbie, an honor roll student at Petaluma Junior High School. In his spare time, Doyle improves his woodworking skills by building doll houses at his Petaluma home for daughter Debbie, granddaughter Sherry, and for his neighbors' children.

Doyle's co-workers and supervisors honored him with special ceremonies in the Cable Car Barn on November 27, when he received the distinctive Operator of the Month insignia and $300 in cash awards from T.D.I. Winston Network, Muni's advertising contractor, the Transport Workers Union, LaGrone Insurance and the Municipal Railway Operators' Credit Union. T.D.I. Winston also presented Doyle with "a night on the town" — dinner and theater tickets for two, along with a chauffeured limousine for the evening. At the end of the year, Doyle's name was included with the names of other winners this year for a drawing — the winning name receiving a Hawaiian vacation for two, courtesy of T.D.I. Winston.

At a civic luncheon held at the Hyatt Union Square on January 16, Gripman Doyle received the Mayor's commemorative proclamation and honors from the Board of Supervisors, along with a trophy from the Council of District Merchants Association.

Congratulating Doyle, Geissenheimer recognized him as a two time winner of the coveted Operator of the Month award, pointing out "The award program has been expanded greatly since Mr. Doyle's first award nine years ago. It is a privilege to recognize him as a most deserving and suitable winner in the new program, and I am glad that, this time, he is being honored and recognized in a manner made possible only by the valued participation of our City's private sector in this award program. Without the time, energy and dollars freely donated by friends, like the Council of District Merchants, T.D.I. Winston, Art Blum Public Relations and especially Volker Westphal of the Hyatt on Union Square, a program of this caliber would never be possible."

Commendations and letters of praise won Leroy Doyle, pictured at the grip, the coveted Operator of the Month award for the second time in his 26-year Muni career. Photo: Bill Owyang/S.F.P.U.C.

December's Maintenance Worker is Tom McDermott

Thomas McDermott is pictured with the portable lathe he devised. A worker of ingenuity and skill, and a two-time winner of the coveted Maintenance Worker of the Month in 1984. McDermott says, "I like the challenges." Photo: Joshua Rotsten/S F P U C

Tom McDermott, 64, journeyman machinist at the Muni Metro Geneva Shops, has been named Maintenance Worker of the Month for December 1984, it was announced by Muni General Manager Harold Geissenheimer.

This is the second time McDermott was nominated by his coworkers and supervisors for the honor. The first time was in July 1984. His foreman, Ray Cotelli, calls McDermott "a self starter," and says that he is called upon for difficult problems more than any other machinist in the shop.

McDermott was honored at special ceremonies in Muni's Metro Shop on December 21. He received the Public Utilities Commission Honor Award signed by the Mayor, the uniquely designed Maintenance Worker of the Month brass belt buckle, and a letter of commendation which goes to his permanent personnel file. T.D.I. Winston, Muni's advertising contractor, presented a $100 cash award, and the Muni Shopmen's Credit Union gave him a complimentary $25 account.

McDermott's was included with the other winners of the award for the year in a drawing for an expense paid Hawaiian vacation for two, courtesy of T.D.I. Winston.

McDermott joined Muni at the Metro Shop in January 1979. He is a skilled lathe operator and often fashions replacement parts for the electric trolley coaches and Metro light rail vehicles. His ingenuity is evidenced by a portable lathe he devised which allows him to make field repairs on coaches at other Muni divisions without bringing the vehicle to the Metro Shop. He is a 36-year member of San Francisco Lodge No. 68, International Association of Machinists.

Originally from Ida Grove, Iowa, McDermott moved to Chicago after high school and went to work as an apprentice machinist. Relocating to the Los Angeles area, he worked for Lockheed and became a journeyman machinist. He worked three years for the Naval Shipyard at Pearl Harbor, TH, returning to the mainland in 1945 to work at several machine shops in the Bay Area. In 1953, he went to work for MJB Coffee in San Francisco as a machinist, and when the company moved to Union City in January 1979, McDermott elected to remain in the City.

Unmarried, McDermott makes his home in the Parkside District. In his free time, he dabbles in real estate property management.

McDermott says he likes his job at Muni. "There's lots of challenge for machinists in Muni," he observed. His advice to newcomers is, "Make the job simpler by breaking it down to its several parts. Think about the job — don't be repetitive — and use initiative."

In congratulating McDermott, Geissenheimer pointed out that his skills, attitude, professionalism and ability to work without supervision made him a most appropriate recipient of the coveted Maintenance Worker of the Month award.

Other Metro Center employees, also nominated for the award and recognized at the ceremony are: Wan Kai Cheung, sheet metal worker; Mark Donovan, welder; and Muhammad Khan, electric motor rebuilder.

MUNI PUC MANAGER

Comments on Mr. Geissenheimer's resignation

The Muni has come a long way in these past two years. We now offer our patrons a quality and level of service which deserves their respect, entitles us to our self-respect and allows us to be proud to be Muni men and women.

Management's direction has been to get back to basics; to do the basic things first and to do them right . . . every time. Our belief is that Muni men and women *MUST* take individual responsibility for their performance and that they will be held accountable for it. In return, we demand of ourselves stability and consistency of management and recognize the need for fairness, respect for the dignity of all employees and a policy of extra recognition for those who performed extraordinarily well.

We recognize that every organization, whether it is a private business or a Municipal Railway, has one fundamental resource—its people. We believe that people act in accordance with what others expect of them. Expect little and that's what you get. We have expected more and you have responded to our confidence in you. Our expectations of better performance will continue because we know that better performance is the road to self-respect and dignity for all of us.

Our direction will not change with Mr. Geissenheimer's departure on March 6. Our principles are firmly set and will continue to be followed. We will quickly fill Mr. Geissenheimer's position with someone who believes in these principles as firmly as I do. The beginnings we have made will continue. We will *NOT* be turned back.

I hope you join me in expressing our gratitude to Mr. Geissenheimer for what he has done for the Muni and wishing him well in his new endeavors.

—Rudy Nothenberg

Bart/Muni Fast Pass proves popular

The joint BART/Muni Fast Pass has been much more extensively used than was originally anticipated, both during the week and on weekends, according to an analysis of the Fast Pass Program contained in the *1984 Transit Coordination Evaluation* recently completed by MTC.

The joint BART/Muni Fast Pass Program was introduced on April 1, 1983, after several years of negotiations between BART, Muni and MTC on revenue sharing arrangements, plus modifications to BART's fare gates. The Program allows holders of the monthly Muni Fast Pass unlimited rides on either Muni or BART within the confines of San Francisco. Approximately 8,500 weekday passengers use the Muni Fast Pass on BART.

Institution of the joint Fast Pass Program "can be considered responsible for a substantial portion of BART's patronage gains over the past year," states the report. Between April 1983 and April 1984, ridership on the BART system increased 6.7 percent, while over the same period, a 19.1 percent increase was registered for intra-San Francisco trips.

Yet, because three of BART's four lines enter San Francisco, the increased West Bay ridership has not increased BART's operating costs. Instead, it has served to better utilize BART trains in the San Francisco Mission corridor.

Additionally, while thorough documentation is not available, the diversion of Muni passengers to BART is helping to relieve the burden on Muni in the crowded Mission corridor.

The success of the joint BART/Muni Fast Pass Program stands as a valuable experiment for greater interoperator fare and service coordination in the Bay Area. Moreover, it builds on the joint AC Transit/Muni pass introduced in 1981, and is another step towards a "super pass" MTC hopes to see implemented that would enable riders to transfer at will among BART, Muni and AC Transit.

(Transactions)

Certificates awarded

(Continued from page 1)

Muni General Manager Geissenheimer, a former member of the Pennsylvania National Guard for 28 years (retiring as a Major in the Air Artillery Defense), stated that "My service in the National Guard has given me a unique perspective on the importance of cooperation between employers and the Reserve and Guard so that employees can fulfill their vital role in the defense of our country. I am especially proud that two Muni managers are the first to receive these awards of appreciation."

Cable Car Gripman William Pond, a Muni Employee since 1964, nominated Mr. Ware and Mr. Pottinger for the award. Mr. Pond has been a reservist since March 1983. He resides in Oakland with his wife Saemi Lailue, who is a Muni driver with the Metro Division, and two of their six children. Prior to the recent Cable Car Restoration, they worked as Muni's first husband and wife cable car crew.

FROM THE SHOPS

***Shop Talk*, the publication for Equipment Maintenance employees edited by George D. Ott, Director of Maintenance Training, is chock full of items of interest to us in other Municipal Railway Divisions. For example:**

Christmas past lives again at Potrero Shop

By Tom Rogers

While cleaning the loft above the battery locker at Potrero one day in July, I came across some old Christmas decorations; very old as it turns out. There was an old snow man, a wreath and a large mural about 8 feet high and 30 feet long. On it there was a scene of a Santa astride an old Marmon-Harrington Trolley flying over a small town covered with snow. In the upper left of the mural it said "greetings."

As it turns out there is a group picture of Potrero Shopmen that was taken at Christmas time around 1952. The "Santa Scene" shows in the photo. After asking around, it seems that 1952 may have been the last time this Santa scene was hung outside Potrero Shop.

Now, after 30 years, it is once again hanging at Potrero Shop through the efforts of Joe Saitz, several shopmen and car cleaners and myself. Besides that, on Friday December 21, there was another group picture taken.

It seems like back in the "old days" there was a competition between all Muni shops to see which shop had the best decorations.

Sounds like something we could reinstitute. Anyone want to pick up the gauntlet?

Tom Rogers told the MUNI MEMO that the mural was up until after New Year's. He expects to put it up again next Christmas. Congratulations to Tom and his "helpers" pictured above. Anyone want to pick up their challenge?

Potrero Equipment Maintenance Division craftsmen all, from left to right, standing: Joe Santos, Dan McCarthy, Floyd Woody Woods, Eugene Foley, Tom Rogers, Chris Christianson, Narciso Aguilar, Leona Kastina, Henry Schultz, Pete Negrone and Otto Sommerhauer, kneeling: Charles Chin, Alex Pavone and son, Tony Riles, and Louis Hogan, reclining: Ed Schach and Bill Andrews. Photo: Joshua Rolsten/S.F.P.U.C. (Thanks to Tom Rogers for photo caption information.)

Let's hear it for all of the unsung heroes/heroines

Who is an "unsung hero or heroine"?

A person who:

DOES NOT: get awards, go to Hawaii, get commendations, get photographed, get recognition (so deserved).

DOES: do a consistently good job, keep things running in oil, come to work regularly, go quietly unrecognized, not criticize others, not envy other people.

MUNI MEMO joins the editor of *Shop Talk* in saying THANK YOU!! to these unsung heroes and heroines:

From Woods Storeroom: Jerry Simpson, Mark King.

From Kirkland Day Shift: Karen Gonzales, Claude Goode, John Martin, Ted McCann, Peter Pavlicek, Rupert Santos, Amelio Schembari, Jeff Wong.

From Kirkland Swing Shift: Ramon Estandian, John Estabez, Sr., Bob Fontan, Dominic Gallwitz.

From Kirkland Graveyard Shift: Robert Doering, Robert Moscardini.

From Kirkland Intermediate Shift: Earl Adkins, Hugo Castillo, John Chen, Koon Lun Cheng, Joseph Chew, Mike Connolly, Lorenzo McCran, Ed Padilla.

Metro Maintenance Manager looks ahead

By Richard Rogers

Here's hoping that you and yours enjoyed a great holiday season. The calendar year 1984 has come to a close and 1985 is here. We are halfway through Muni's fiscal year so let's look ahead to the rest of fiscal '84-'85.

We in Equipment Maintenance have seen a great deal of success and progress so far this fiscal year. We saw L.R.V.'s increase their service from 92 to 103 cars. We saw Motor Coach open a new division and start running articulated coaches. We saw the Cable Cars go back into service. And these were only the big projects, many other projects were also successfully completed in the first two quarters.

What's next? The two biggest projects will see the re-opening of the all new Geneva Division for L.R.V.s and the opening of the Metro Annex for some support shops and Administration.

On the smaller scale, fiscal '84-'85 has been and will be the year of training. Many of our older programs, like the L.R.V. Phase I for new employees and the D.D.A. engine and transmission courses, are continuing while many new programs are soon to start or have already started. Examples of these are the 7410 Technical Skills classes in Automotive and the L.R.V. Phase II advanced classes in both Door/Step and Brakes. We will also see some more generalized programs like the Fire Safety Training which starts at Metro on January 8, but will be provided to all Equipment Maintenance employees.

In the last three months alone, Equipment Maintenance employees have attended over 3,300 hours of training, and the pace won't let up. As well trained dedicated, enthusiastic members of the Equipment Maintenance team we will make fiscal 84-'85 a banner year.

HOW ARE WE DOING?
FLEET STATUS REPORT

Listed are the availability and reliability figures as reported by each mode.

LIGHT RAIL VEHICLES:			
October	104%	available*	(– 2%)
	1273	M.B.R.C.**	(+ 20%)
November	104%	available	(+ 0%)
	1336	M.B.R.C.	(+ 5%)

CABLE CARS:			
	California		**Powell**
Oct.	114% avl. (– 7%)		110% avl. (– 8%)
Nov.	122% avl. (+ 2%)		112% avl. (+ 2%)

COMBINED CABLE CARS:		
October	444	M.B.R.C. (non grip)
November	408	M.B.R.C. (non grip)

MOTOR COACH:			
October	111%	available	(– 2%)
	875	M.B.R.C	(+ 3%)
November	110%	available	(– 1%)
	1048	M.B.R.C.	(+ 20%)

TROLLEY COACHES:			
October	112%	available	(+ 1%)
	1006	M.B.R.C.	(– 1%)
Novemher	115%	available	(+ 3%)
	1073	M.B.R.C.	(+ 7%)

*Availability as a percentage of demand

**Miles Between Road Calls (Reliability)

Walker December's Operator of the Month

Robert E. Lee Walker, 58, operator on the #45-Union/Van Ness line has been named Operator of the Month for December 1984, it was announced by Muni General Manager Harold H. Geissenheimer.

Walker works out of Presidio Division with early morning and late afternoon shifts, and is on "stand-by," or available for other assignments middays. The 37-year Muni veteran holds a 17-year safe driving award.

Walker started with Muni in July 1947, as a conductor on the two-man streetcars at the McAllister Street carbarn. He moved to Sutro Division until it closed in 1949. Then he went to Potrero Division Dividion as a trolley coach operator. After a three year interruption for military service, he returned to Presidio Division in 1954 as a trolley coach operator. Except for a six-month stint at Potrero Division, he has remained with the Presidio Division trolley coaches.

Born in the farming community of Anadarko, Oklahoma, Walker attended school in nearby Cyril. In 1941, the Walker family came to San Francisco and he attended George Washington High School. He went to work for Permanente Shipyard #3, and in early 1943, enlisted in the Navy seeing service in the South Pacific. Walker took leave from Muni in 1950 for a second Navy enlistment and in 1954 he was discharged as a Boatswain's Mate Second Class.

In 1953, he married Yasuko Hinohara of Yokohama, Japan. They made their home on 4th Avenue in the Richmond District until six years ago when they moved to the Sunset. Mrs. Walker is employed by Mimatsu Japanese Restaurant on Buchanan Street. The Walkers have a 28-year old son, Jodie Lee, a warehouseman for Macy's.

Robert Walker was recognized as a "suitable and deserving recipient" of the Operator of the Month award in December. A 37-year Muni veteran, Walker has never owned a car. He counts on Muni to take him where he wants to go. Photo: Carmen Magana/S.F.P.U.C.

An avid football fan, Walker closely follows the 49'ers, but his special interest in college games with primary loyalty to the University of Oklahoma. When there is no game to watch, he can be found doing carpentry, usually assisted by Jodie.

Travelling frequently to visit relatives and friends in Oklahoma, Walker notes that he has never owned an automobile. "I find the bus, train, plane or boat, will be enough to take me where I want to go," he observes. "I always use Muni to get around town and to and from work."

Walker's co-workers and supervisors honored him with a special ceremony at Presidio Division on December 28 where he received the distinctive Operator of the Month insignia and $300 in cash awards from T.D.I. Winston, Muni's advertising contractor, the Transport Workers Union, LaGrone Insurance and the Municipal Railway Operators' Credit Union. T.D.I. Winston also presented Walker with "a night on the town" — dinner and theater tickets for two along with a chauffeured limousine for the evening. Walker's name was included with those of the other winners for an end of the year drawing — the winning name to receive a vacation in Hawaii for two, courtesy of T.D.I. Winston.

At the civic luncheon held at the Hyatt Union Square on January 16, Operator Walker received the Mayor's commemorative proclamation and honors from the Board of Supervisors, along with a trophy from the Council of District Merchants Association.

With his congratulations to Walker, Geissenheimer noted, "Mr. Walker had been nominated several times earlier for the coveted Operator of the Month award, and it is my pleasure to recognize him as the most suitable and deserving recipient for December 1984. I am glad that he is being recognized and honored in a manner made possible only by the valued participation of our City's private sector in this award program. Without the time, energy, and dollars freely donated by such friends as the Council of District Merchants, T.D.I. Winston, Art Blum Public Relations and especially Volker Westphal of the Hyatt on Union Square, a program of this caliber would never be possible."

New PUC officers elected

WELTON FLYNN

LOUIS J. GIRAUDO

At the January 22, 1985, Commission meeting, the officers of the Public Utilities Commission were elected to one year terms. Commissioner Louis J. Giraudo was elected President and Commissioner H. Welton Flynn was elected Vice President.

Muni's library has it all

What are the names of companies that manufacture automatic fare collection systems? What has been the experience of the Chicago Transit Authority with M.A.N. articulated vehicles? What is a good book on railroad operations? Sound like a sampling of questions from a transportation trivia game? It's actually just a sampling of the wealth of information available through the Muni Library.

The Muni Library is designed to meet the information needs of every division and individual in Muni. It has a collection of approximately three thousand volumes and also subscribes to fifty magazines, from *Passenger Transport* to *LRT News* to the *California Journal*. If you do not find the data you need there, the librarian, Dr. Marc Hofstadter, can borrow books or magazines for you from a computerized network of 3,000 libraries nationwide. He can also perform, within minutes, a computer search to find the titles of documents that have been published on a particular subject and he can then obtain these items for you.

Dr. Hofstadter is in the Library on Mondays, Tuesdays and Wednesdays. Borrowing privileges are available to all City administrative employees. The Library is located in the Planning Department (room 204) of the Presidio facility. For more information about the Library and its services, call Dr. Hofstadter at 558-5284.

THE MUNI MEMO

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THE MUNI MEMO

VOL. 2 NO. 2

Muni deputies rotate as Muni General Manager

Public Utilities General Manager Rudy Nothenberg has announced that he will rotate the position of Acting General Manager of the Municipal Railway among Muni's three deputy general managers. The rotation will continue until he finds a replacement for Harold Geissenheimer whose resignation became effective March 6th.

Paul Toliver, Deputy General Manager of Operations who came to Muni last March from the New Orleans Regional Transit Authority, will be acting General Manager from March 7 through April 6.

Ed Pearson, Deputy General Manager of Facilities Maintenance who has been with Muni for eight years will assume the position from April 7 through May 6.

Ann Branston, Deputy General Manager of Equipment Maintenance who has worked for the PUC since 1981, will hold the post from May 7 through June 6.

Nothenberg states he hopes to make a permanent appointment before June 6th and that the acting terms will expire on whatever day the new permanent Muni general manager reports for duty.

According to Nothenberg, "I have full confidence in the abilities of each of Muni's deputy general managers and have no doubt that the Muni will continue to run smoothly under their joint leadership until a new Muni general manager is found.

"At the same time, we are making every effort to find the appropriate person to take the helm of the Municipal Railway as soon as possible."

Campaign a success—Fast Pass sales climb steadily

By Anne Milner

Muni's Fast Pass sales have increased by approximately 20 percent since last October when Muni lowered the Fast Pass price from $24 to $20 in an attempt to make it more affordable for Muni's many regular adult passengers.

During the first three months of fiscal year 1984-85 (July-September), just before the October price change, Fast Pass sales were averaging around 65,000 a month. For the three months after the price was lowered (October-December), that number climbed to an average of 81,000. And for February 1985, the shortest month of the year, the number had skyrocketed to almost 90,000.

During the same periods, Muni's cash fares decreased as the Fast Pass sales increased indicating that passengers are opting to buy the cheaper pass rather than pay out of pocket each time they ride Muni.

For example, for July through September, cash fares averaged approximately $3,085,383. For October through December, the figure dropped to an average of $2,624,322 and for February, the month of highest Fast Pass sales, the number had dropped still farther to $2,284,885.

Muni attributes this greatest jump to a record 89,980 Fast Passes sold in one month, not only to the lowered price, but to an aggressive marketing program launched in January to inform larger numbers of people about the new Fast Pass bargain.

Have you seen Muni's Fast Pass commercial on TV? Pictured are a few of the folks who gathered at Pier 70 to help film the commercial. From left to right: Michael McDonough (PUC Training), Jim Sauer (Army Division manager), Mary Siegel (Mrs. Alan Siegel), Janelle Moon (PUC Training); Luther Freeman (Muni Planning); Carl Shutter (Ways & Structures); Joyce Williams (Woods Division) Harnett Lelt (Community Affairs), Freddy Turner (Army Division), Chyrel Stevenson (Potrero Division), Richard Fay (Revenue), Richard Zamora (Army Division), Rebecca Ibay (Telephone Information Center) with grandson Andre Barras. Photo: Joshua Rolstein/S.F.P.U.C.

The marketing campaign, headed by Muni's Community Affairs Department and Charles Koppleman and Associates, a San Franciso based media consulting firm, used paid TV and newspaper advertising for the first time in a final effort to educate the public on a Muni program.

The campaign featured a 30-second spot by Dan Coffey, a member of Ducks Breath Mystery Theatre who is also "Mr. Science" on National Public Radio's Morning Edition. The spot was aired on local TV stations during prime time periods. The marketing effort also included newspaper ads and a massive poster campaign on the interior and exterior of Muni vehicles, in Fast Pass outlets all over the City, and in Muni Metro. In addition, brochures detailing the location of Fast Pass outlets were disseminated and Muni operators wore special buttons announcing the lowered Fast Pass price to their patrons.

Muni Acting General Manager Paul Toliver states the fact that Fast Pass sales are increasing makes the operation of Muni's many vehicles easier. "When passengers use passes, it makes boarding time faster and smoother. And if boarding time is faster, our running time is more efficient. The fact that Fast Pass sales are on the rise makes the Fast Pass at its new low price a Muni winner, both operationally and financially."

ACCIDENT RATE

	JANUARY 1985						FEBRUARY 1985					
	LRV	CC	TC	MC*	Artic	SYSTEM	LRV	CC	TC	MC	Artic	SYSTEM
Traffic Accidents	9	10	106	73	21	219	12	10	79	84	13	185
Passenger Accidents	6	3	26	34	6	75	9	4	27	41	5	81
Total Accidents	15	13	132	107	27	294	21	14	106	125	18	266
Total per Million Miles*	48	272	211	94	139	127	74	332	187	107	94	122
Change from last month (%)	- 41	- 23	6.5	- 10	- 45	- 9	52	18	- 11	14	- 32	4

*Standard coaches only

January's Operator of the Month is Schindler

Paul Schindler claims that there are others more worthy than he to receive the Operator of the Month award. His passengers, co-workers, supervisors and managers disagreed and named him January's recipient. Photo: Joshua Rotsten/S.F.P.U.C.

After more than thirty years with the Municipal Railway, Paul J. Schindler, age 51, has been named Operator of the Month for January 1985, it was announced by former Muni General Manager Harold Geissenheimer.

Schindler currently drives the #14-Mission trolley coach out of Potrero Division. He holds a 21-year safe driving award (no accidents) and is slated to receive a 22-year award within the next several weeks.

Joining the Municipal Railway in August 1954 as an S-102 conductor, Schindler worked on the cable cars for a year and then moved on to Potrero Division where he has operated all the trolley car routes with emphasis on the #8-Castro and the #14-Mission lines.

Schindler was elected by his fellow operators to the executive board of Local 250A, TWU, serving from 1972 to 1974.

Originally from Houston, Texas, Schindler graduated from Jefferson Davis High School, in that city, before entering the U.S. Army in March 1951. He was stationed at Fort Cronkhite in Marin County and left the military as a Sergeant in 1954.

He married Mary Ellen Downey of San Francisco in 1952. They have two grown children: son Jeff, 31, who is abroad, and daughter Rebecca Ann, 29, who is a computer programmer for the California Dental Service.

Schindler's co-workers and supervisors are honoring him with a special reception at Potrero Division on January 25, when he received the distinctive Operator of the Month insignia and $300 in cash awards from T.D.I. Winston, Muni's advertising contractor, TWU Local 250A, LaGrone Insurance and the municipal Railway Operators' Credit Union. T.D.I. Winston also presented Schindler with "a night on the town" — dinner and theater tickets for two, along with a chauffered limousine for the evening. At the end of the year, Schindler's name will be included with those of the other winners of the award this year for a drawing. The winning name will receive a vacation in Hawaii for two, courtesy of T.D.I. Winston.

At the civic luncheon sponsored in Schindler's honor hy Umberto's Restaurant, 141 Steuart Street, on February 20, Operator Schindler received the Mayor's commemorative proclamation and honors from the Board of Supervisors, along with a trophy from the Council of District Merchants Association.

Lauding Schindler, Geissenheimer said: "Mr. Schindler claims there are a lot more Municipal Railway operators better qualified for this honor than he is. I have recommendations from his passengers, his co-workers, supervisors and managers at every level and they are unanimous in choosing Paul Schindler for this honor. I am glad to recognize him as the most suitable and deserving to receive the January 1985 award. I am also glad that he is being recognized and honored in a manner made possible only by the valued participation of San Francisco's private sector in the Operator of the Month program. Without the time, energy and dollars freely donated by such friends as Art Blum Public Relations, the Council of District Merchants, T.D.I. Winston, and especially Umberto Menghi, proprietor of Umberto's Restaurant, a program of this quality would never be possible."

Shoptalk: Singing the praises of Muni's deserving unsung

Who is an "unsung hero or heroine"?

A person who:

DOES NOT: get awards, get commendations, get photographed, get recognition (so deserved), criticize others.

DOES: do a consistently good job, come to work regularly, go quietly unrecognized, maintain a positive attitude, help others, keep things running in oil.

The editors of *Shop Talk* and the *MUNI MEMO* join in saying THANK YOU! to these unsung heroines and heroes:

In Maintenance Administration: Eugenia Muao.

In Army Street Division: John Cruse, Steve Joyeux, Ignacio Navarette, Ratilal Patel.

In Cable Car Maintenance: Renato Bergonio, Frank Camilleri, Antonio Chan, John Cutajar, Eliodoro Jose, Robert Harris, Ben Lam, Douglas Lee, Jim Muscat, Andy Tanuwidjaja, Tony Tufo.

In Metro Overhaul Shop: Pat Cooney, Richard Forslund, Walter McGregor, Gene McPhail, Mike Nickless, James Smith, Ron Williamson.

In Fare Box Repair: Wally Jentzsch.

In Electric Motor Repair: Ken Bosso, Ted Cortez, Damaso Soberon, Fred Talorda.

In Metro Paint Shop: Larry Harris.

In Metro Machine Shop: Harold Bargagliotti, Raul Casares, James Cofone, Tom Eichner, Harold Fliegler, Lester Lumug, George Manessis, Tom Mason, Larry Mitchell, Chandrakant Mogera, Winsley Yee.

In Electronic Shop: Christopher Fishel, Robert Lai, Gerald Morelock.

In Radio Shop: Thao Dalaroy, Leon Jackson.

In Body and Sheet Metal Shop: Fat Chi Choy, Jose Granados, John Lynch.

In Metro: Festus Walsh.

Shop Talk and *Muni Memo* also share the comments made by Jonathan Miller in a statement he sent with his votes for unsung heroes: "These people support and achieve the goals and objectives of the Cable Car Maintenance Division. They are consistently reliable and promote teamwork and goodwill in the shop."

Thanks, Jon, that certainly says what being an "unsung heroine or hero is all about.

HOW ARE WE DOING?

FLEET STATUS REPORT

Listed are the availability (listed as a percentage of demand) and reliability (listed as miles between road calls) figures for the last two months as reported by each mode.

CABLE CARS:

	California Cars	Powell Cars
Dec.	128% avail.	121% avail.
Jan.	128% avail.	121% avail.

Combined Reliability:

December	432 M.B.R.C.:	(non grip)
January	728 M.B.R.C.	(non grip)

MOTOR COACH:

December	109% avail.	1110 M.B.R.C.
January	108% avail.	1331 M.B.R.C.

TROLLEY COACH:

December	112% avail.	1632 M.B.R.C.
January 110% avail.	2057 M.B.R.C.	

LIGHT RAIL VEHICLES:

December	106% avail.	1611 M.B.R.C.
January	102% avail.	1331 M.B.R.C.

Performance and reliability results are in

By Ann Branston
Deputy General Manager
Equipment Maintenance

Congratulations are in order to everyone in the Equipment Maintenance Division on our performance over the past few months. In preparing a report recently for the Public Utilities Commission, I decided to compare the reliability of each of our fleets between October and December 1984 with our performance during those same two months in the previous two years. Here are the results:

Trolley — At 1057 miles between detects the trolley fleet is 34% more reliable than last year and 50% better than two years ago.

L.R.V. — At 1405 miles per defect the L.R.V. fleet is 32% more reliable than it was a year ago and 73% more reliable than it was two years ago.

Diesel — At 1011 miles per defect the diesel fleet is now 50% more reliable than last year and 80% more reliable than two years ago.

Frantin named Maintenance Worker for January

Phillip M. Frantin, 34, Maintenance Controller and Flyer Warranty Administrator at Woods Division, has been named Muni Maintenance Worker of the Month for January 1985, it was announced by then General Manager Harold Geissenheimer.

Frantin is one of a dozen maintenance controllers at Woods Shops working with Muni's computerized Material Management System, a centralized procedure for spare parts inventory and re-order control. He also schedules available skilled mechanics for major and minor repairs on Muni's Flyer diesel coaches and the 149 rehabilitated General Motors buses. Administering warranty claims for work on Muni's present 127 Flyer coaches, Frantin helped recover over $80,000 in manufacturer's reimbursements for parts and labor.

Frantin started to work for the City in 1976, as a temporary garageman for the San Francisco Water Department. He came to work for Muni in August 1982, as an automotive mechanic, also working as a machinist. In May 1984, he was designated a maintenance controller with specific responsibilities for Flyer warranty services.

Frantin was honored by his supervisors and co-workers during special ceremonies at Woods Maintenance Shops at 22nd and Indiana Strets, on January 11. He received the Public Utilities Commission Honor Award signed by the Mayor, the uniquely designed Maintenance Worker of the Month brass belt buckle, and a letter of commendation which goes to his permanent personnel file. T.D.I. Winston, Muni's advertising contractor, presented him with a $100 cash award and the Muni Shipmen's Credit Union gave him a gratis $25 account.

Skill, attitude, professionalism and ability to work without supervision won Phillip Frantin, Controller and Flyer Warranty Administrator at Woods Division, the Maintenance Worker of the Month award for January. Photo: Joshua Rolston/S.F.P.U.C.

Frantin's name will be included with the other winners of the award this year in a drawing for an expense paid Hawaiian vacation for two, courtesy of T.D.I. Winston.

Born in San Francisco, Frantin was reared in the Bayview District and graduated Riorden High School in 1969. He worked as an automobile mechanic in San Francisco and Roseville, California, before coming to work for the City.

He married Dorothy Bureau, of Chicago, and settled in the Portola District. They have two children daughter Andrea, age 8, attending E.R. Taylor School, and son Matthew, age 30 months.

Frantin's career goals include taking advantage of Muni's in-service educational courses and training sessions to qualify for advancement to the subforeman and foreman managerial ranks.

The former General Manager Geissenheimer congratulated Frantin, pointing out: "His skills, attitude, professionalism and ability to work without supervision make Mr. Frantin a most appropriate recipient of the coveted Maintenance Worker of the Month award."

Other Woods Division maintenance workers, also nominated for the award, were also recognized at the January 11 ceremonies with letters of commendation. They are: Tom Chin, John Estebez, Jr., Vince Felicich, Gene Freeman, Thomas Nabonne and John Saenz.

Yup wins February Maintenance Worker award

Tommy Yup, 37, running repair diesel mechanic at the Woods Automotive Maintenance Division, has been named Municipal Railway Maintenance Worker of the Month for February 1985, it was announced by then General Manager Geissenheimer.

Yup and his team mates perform detailed inspections and make immediate corrections of any mechanical or electrical deficiency spotted on Muni diesel coaches returning to the garage at the end of their runs.

Now in his tenth year with Municipal Railway at Woods Division, Yup started his city employment in January 1976 as a temporary automotive service worker. He earned civil service permanent certification as a diesel mechanic in September 1979.

Born in Canton, China, in 1948, Yup was brought to San Francisco as an infant by his parents who fled the Communist takeover. Reared in North Beach, Yup graduated Galileo High School where he gained recognition in intramural track events as a miler.

He returned to Asia in 1967-68, not to China but to the Pau-Bai area of Vietnam and as a U.S. Army artilleryman. Upon discharge from the service, Yup used his GI Bill rights, in 1971-72, to train as a certified automotive mechanic through the Community College Veterans training program at John O'Connell School.

Christmas eve, 1972, Yup married Margaret Lee of Hong Kong. They settled on Russian Hill and have three children: daughter Ivy, age 5, who attends Hawthorne School; daughter Stephanie, age 30 months, and son Tony, age 5 months.

Yup's immediate goals include becoming a homeowner and providing for his children's education. He is a 49'er fan, but when the team is not playing, he enjoys taking his family for some fresh water fishing at San Pablo Dam. He frequently looks in on his widowed mother, Mee Nguey, at her Jones Street home.

Tommy Yup was honored by his supervisors and co-workers with special ceremonies at Woods Maintenance Division on Friday, February 8, at 10:00 a.m. He was presented with the Public Utilities Commission's Honor Award, signed by the Mayor, the uniquely designed Maintenance Worker of the Month brass belt buckle, and a letter of commendation which goes to his permanent personnel file. T.D.I. Winston, Muni's advertising contractor, gave him $100 in cash and the Muni Shopmen's Credit Union opened a $25 gratis account in his name.

Yup's name will be included with other winners of the award this year in a drawing for an expense paid Hawaiian vacation for two, courtesy of T.D.I. Winston.

With his congratulations to Yup, the former General Manager Geissenheimer praised his skills, attitude, professionalism and ability to work without supervision, "which qualities make Mr. Yup a well deserving recipient of the coveted Maintenance Worker of the Month award."

Other maintenance workers nominated for this month's award received commendations for their outstanding work. They are Arthur Dulberg, Daniel Glynn, Gilbert Gutierrez, Virgilio Mendoza, Rick Ribero and Robert Washington, all of Army Street Articulated Diesel Coach Division.

Tommy Yup's outstanding skills, along with his positive attitude and professionalism on the job, won him the coveted Maintenance Worker of the Month award. Photo: Carmen Magana S.F.P.U.C.

THE MUNI MEMO

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Reed wins Operator of the Month second time

John Walter Reed, 48, a 21 year veteran with the Municipal Railway, has been named Operator of the Month for February 1985, it was announced by former General Manager Harold Geissenheimer. This is the second time Operator Reed has won the coveted award; the first time was in June 1979.

Reed joined the Railway in October, 1963, as a gripman with the cable cars. In 1965 he moved to the Potrero Division where he operated electric trolley coaches on the #6, #7, #8, #22 and #47 lines. In March, last year, Reed went to the newly formed Army Street Division and the articulated diesel coaches—mornings on the #38-Geary Local and afternoons on the #30-Stockton Express. He earned a 20-year safe driver award last March and hopes to qualify for a 21-year award this year.

As a professional driver, Reed praises the articulated coaches and cautions, "Watch for pedestrians at your rear. The rear end can swing wide and endanger pedestrians who aren't paying attention to what they're doing." Reed also has high praise for the Muni Transit Police who responded promptly when he called on several occasions. Reed says, "Treat everyone like you do your mother and you'll have no problems."

Reed is a native San Franciscan, reared in Pacific Heights, attended Marina Jr. High and graduated Lowell High School. He joined the U.S. Marine Corps in June 1955 and served eight years with tours in California, Japan, and Viet Nam. Following his discharge from the Marines as a Staff Sergeant in 1963, Reed joined the U.S. Air Force Reserve in 1968. He is in his Travis Air Force Base with the rank of Technical Sergeant in charge of hydraulic mechanics on the flight crew of a C-5 "Starlifter."

"Treat everyone like you do your mother and you'll never have problems" That's the philosophy of February Operator of the Month John Reed. Reed, a two-time winner of the coveted award, was first named Operator of the Month in 1979 Photo: Carmen Magana, S.F.P.U.C

From 1969 to 1971 he returned to school, part time, under the GI Bill. He earned an AA degree from San Francisco Community College and a BA degree in Legal Sciences and Elementary Education at San Francisco State College, obtaining his teaching practice at Bessie Carmichael School.

He married Keiko Inaba of Tokyo in [illegible] children: Yvette, 25, pre-med student at UC Berkeley; Michelle, 22, who will receive her BA in Journalism from SF State this year; John, Jr., a pre-law candidate at UC Berkeley; Mellisa, 17, a senior at Lowell High School; and Todd, 15, attending Galileo High School. In addition to rearing their five children, Keiko Reed has managed an Interior Design career in San Mateo.

Reed frequently signs up to work weekends, but manages to be active with the choir of the 1st Union Baptist Church where he sings bass-baritone. An avid reader of non-fiction, Reed is a weightlifter, jogger and, with son John, a one-on-one basketball player.

His co-workers and supervisors honored Reed with a reception at Army Division on February 22, when he received the distinctive Operator of the Month insignia for the second time. This time, he also received $300 in cash awards from T.D.I. Winston, Muni's advertising contractor, TWU Local 250-A, LaGrone Insurance and the Railway's Federal Credit Union. T.D.I. Winston gave Reed "a night on the town" — dinner and theater tickets for two, along with chauffered limousine service. Reed's name will be included with those of the other winners in a drawing later this year for a Hawaiian vacation for two, courtesy of T.D.I. Winston.

At a civic luncheon sponsored by the Magic Pan Restaurant in Ghirardelli Square in Reed's honor on March 20, he received honors from the Mayor and the Board of Supervisors, along with a trophy from the Council of District Merchants Association.

Geissenheimer said, "I am proud to have this opportunity to recognize the superior skills, professionalism, passenger concern and overall excellence demonstrated by Mr. Reed. I am also pleased that Mr. Reed, by his winning this coveted award a second time, is able to enjoy the expanded Operator of the Month program which is made possible only by the valued participation of San Francisco's private sector. Without the time, energy and dollars freely donated by such friends as Art Blum Public Relations, the Council of District Merchants, T.D.I. Winston, and especially Ghiradelli Square Marketing Director Mary Haverstock and The Magic Pan restaurant, a program of this significance and quality would never be possible."

America's first publicly-owned streetcar still rolls

(First of a Series)

Though publicly-owned mass transportation is the rule in America today, it was unknown early in this century. Indeed, many thought it socialistic. Voters in the City and County of San Francisco, however, thought it a progressive idea, and on December 30, 1909, approved bonds to construct a Municipal Railway streetcar line on Geary Street, then served by cable cars. Three years later, December 27, 1912, the first publicly-owned streetcars in America rolled out of the carbarn and onto the streets.

The first ten cars were built in San Francisco by the W.L. Holman Company, at a cost of $7700 each. They were of the "California" type, named for the California Street cable cars still in service. This type of car had a closed section in the middle with open sections at each end. Due to the foggy, windy conditions often prevalent in the western part of San Francisco, however, the end sections of these cars were closed in before they completed their first decade of service.

All of the Muni's first ten cars served riders continually until 1951, when cars number 2-10 were sold for scrap. Only car 1 remains as a reminder of the Muni's first days. It has been restored to its initial glory, gray body with maroon trim, tile red roof and gold leaf lettering. The interior trim is varnished maple, and the seats are cane.

Maroon-trimmed, 1912-built car number 1 delights passengers. It is the only one remaining of a Muni fleet of ten—America's first publicly-owned streetcars. Photo: Bill Owyang/S.F.P.U.C.

THE MUNI MEMO

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THE MUNI MEMO

VOL. 2, NO. 3 MAY 198

Old trolleys celebrate Market Street service

The largest, most diverse collection of antique trolley cars ever put into regular transit service is being readied for operation in San Francisco.

The "museum in motion" includes 15 vintage electric streetcars, up to 90 years old, from around the world. The cars will carry passengers daily along the city's main thoroughfare, Market Street, from May 23 to October 15, in the third season of the San Francisco Historic Trolley Festival, a joint project of the San Francisco Chamber of Commerce and the City and County of San Francisco.

"This is the only place in the world where families can ride such a diverse collection of museum-quality trolleys in a real-life operating environment," observes Bechtel executive Rick Laubscher, who serves as volunteer project manager for the Trolley Festival. "A ride on these rumbling relics is a thrill to remember, and a cheap thrill at that."

Regular city transit fares apply to the Trolley Festival: adults 60¢, children (under 18) 25¢, seniors 5¢. Riders may board or leave the cars at any regular stop, located almost every block along the two mile route, which passes near such visitor attractions as Union Square, Embarcadero Center, Civic Center and Mission Dolores. A round trip takes one hour.

"In one day, for less than the cost of a fast food meal, riders can get a taste of Italy, Mexico, Portugal, Germany, England, Australia and several American flavors of trolley as well," says Laubscher, alluding to the international lineup of streetcars set for the Festival this summer.

"As 1985 marks the 125th Anniversary of rail service on Market Street, the longest service on any main street in America, it is particularly appropriate that the old cars will be back," notes Mayor Dianne Feinstein, who will operate the first car up Market Street on Opening Day, May 23. "The trolleys are a wonderful complement to our cable cars running up the hills 'halfway to the stars.'"

Since the first rails were laid on Market Street in 1860, steam engines, horsecars, cable cars, and after the 1906 Earthquake and Fire, electric trolleys have successively served riders on the city's main stem.

The daily service and 21-week season represent significant expansions of previous Festivals. In addition, schedules have increased. Cars will run every ten minutes daily between 10 AM and 6:30 PM with up to nine cars on the street at a time.

"The Trolley Festival is both a celebration of the past and a laboratory for the future," explains Laubscher. "Within five years, the city

(Continued on page 2)

Woods Division moves ahead with two "firsts"

The month of March featured an emphasis on well groomed operators. Various operators, who are routinely well groomed, were photographed for pictures that will be permanently posted in the Division. The intent of this project is to re-emphasize the importance of a neat appearance.

This project was first introduced at Woods Division and is now being used at all divisions throughout the system.

In March, Woods Division featured the first division operator of the month, honoring Operator Edgar Medearis #815. This new project honoring operators at the divisional level will serve as a greater incentive for all operators.

Operator Medearis was spotlighted through the Supervisors' Conferencing Program. Supervisor Carolyn Dyson found that this 13-year Muni driver was a 12-year safe driver, a line trainer for new operators and that he received over 50 commendations from the riding public in 1984. Dyson feels that Woods Division has many winners and that the new scope of the Conferencing Program will be a vital tool in helping to spotlight driver excellence throughout the system.

Division Supervisor Dyson feels that with Division Manager Richard Conoly, Assistant Manager Kathy Gilbert, the excellent office staff, the best operators, supervisors that care, and a dedicated maintenance department, Woods Division can only continue to move ahead.

Pretty spiffy! Left to right are well-groomed operators Luther Leonard, Lester Thomas, Michael Fox and Willie Fisher. Photo: Carmen Magana/S.F.P.U.C. See back page for more well-groomed operators. Also see back page for a photo of the first Division Operator of the Month, Edgar Medearis

Duran is Muni's first Supervisor of the Quarter

Transit Supervisor Ray Duran, who is a dispatcher at Muni's Control Center, was named the first recipient of the newly instituted Supervisor of the Quarter Award in February.

Duran has been with Muni for over ten years, starting out as a trolley coach operator in October 1974. He carried passengers of the 14-Mission and 22-Fillmore lines until 1979 when he was asked to become a street supervisor. In 1980, he went to work at the Control Center.

Duran has been married to his wife, Ruth, a bank teller at Wells Fargo, for 12 years. They have two children, Amalia, eight, and Seth, six. The Durans live in Brisbane where they spend much of their spare time gardening and working on their house.

Transit Supervisor Ray Duran, pictured left at his station at Muni's Control Center, describes his job as interesting and challenging. Duran was named Muni's first Supervisor of the Quarter in February. Photo: Bill Owyang/S.F.P.U.C.

When asked what he thought about being chosen the first Supervisor of the Quarter, Duran responded, "I think it's a nice gesture. It's time that supervisors are recognized, too. It's a hard job with no union. I'm sure it will boost morale."

Duran adds that working as a supervisor at the Control Center is one of the most interesting and challenging jobs he's had. He says he has learned how to deal with the entire organization. Says Duran, "You deal with the whole system from the operator to the General Manager. You get to know everyone from the bottom to the top . . . although it's all through voices."

Trolleys celebrate service

(Continued from page 1)

plans to create a permanent, full-time vintage streetcar service by extending the tracks on Market to the Ferry Building, then north along the waterfront to Fisherman's Wharf. This will connect the trolley to both ends of the cable car lines, and allow visitors to ride each system in one direction, alleviating the overcrowding on the cable cars. By experimenting with routes, schedules and different kinds of trolleys during these summer Festivals, we believe we're designing the best possible permanent system for San Francisco."

The Trolley Festival began in 1983, when the City's famous cable car lines were shut down for rebuilding. At the same time, regular streetcar service on Market Street was moved into a new subway, leaving the surface tracks unused. The Chamber of Commerce and City joined forces to run several trolleys five days a week on Market, in what was intended to be a one-time substitute "joy ride" for the cable cars. But the old trolleys proved so popular with visitors and residents alike that they have become an annual event in their own right, even with the cable cars back in service.

As part of the celebration of the 125th Anniversary of rail service on Market Street, this year's Trolley Festival will feature the heaviest schedule of special events yet

- Every Friday noon time from July through September, the Market Street Project presents "Moveable Music." Musical groups will serenade Market Street pedestrians from the "deck" of a famous Blackpool, England open-topped "boat tram," which will also carry riders who want to climb aboard for the music.
- From June 8 through 13, guides will ride the old cars along Market Street, pointing out significant city spaces, architectural landmarks and events related to the unique celebration of the urban arts entitled "Settings," held to coincide with the convention of the American Institute of Architects.
- On eight dates—Memorial Day, July 4, Labor Day and the first Sunday of each Festival month, the oldest operating streetcar in America will carry passengers on lower Market Street. This 1895-vintage San Francisco open-ended car is older than many cable cars, and was built just eight years after trolleys were commercialized.
- On July 4, a noon ceremony at Market and Montgomery Streets will officially mark the 125th anniversary of rail service on Market, which began on that date in 1860.
- Sunday, September 30, will see photo buffs assemble for Camera Day, the only day when every car in the fleet will make an appearance on the street.

The Trolley Festival has received strong backing from corporate and community sponsors in its three years. Embarcadero Center, Inc. and Bechtel Group, Inc. have provided major programmatic support. Neighborhood and small business supporters include Church Street Merchants Association, Merchants of Upper Market, Duboce Triangle Association, Eureka Valley Promotion Association and Eureka Valley Merchants Association.

Support has also come from the Westin St. Francis Hotel, Southern Pacific Transportation Co., Emporium-Capwell, Bay Area Electric Railroad Association, Clift Travel Service, the San Franciscan Hotel, Gray Line, Pier 39, The Anchorage, The Cannery, Ghirardelli Square, Security Pacific Bank, Eastman Kodak, Anheuser-Busch, Bracco Distributing Co., Delta Air Lines, Pan Am, British Airways, the Consulates-General of Australia, Italy and the Federat Republic of Germany and the League of Portuguese Fraternal Benefit Societies of California.

Top drivers accumulate 564 safe years

Possessing over 564 years of safe driving experience, these 29 top operators assembled on the City Hall steps. They are (left to right) bottom row: Anthony Ambus, Ernest Graves, T.W. Henry, George Martensen, Richard L. Milam, Donald R. Tolden, Franklin R. Troutman. Second row: J.V. Williams, Hal Blatch, Sal Hernandez, Gerald Watson, William T. Shelby, Livinston Hampton. Third row: Edward Jackson, Dwayne Price, John L. Reddicks, Willie O.J. Booth, Ernest Frank. Fourth row: Robert Groves, Robert Mahan, K. Scott, R. Smith, C.A. Chiles. Top row: Frank Moran, Albert Urquidez, Arthur Taylor, Jr., Samuel R. Suggs, Le Doyle, Albert Robinson. Photo: Bill Owyang/S.F.P.U.C.

February's Maintenance Worker George Allen

George G. Allen, Jr., age 51, a trolley coach cleaner currently acting as foreman at Presidio Division, has been named Municipal Railway Maintenance Worker of the Montb for February 1985, it was announced by Muni Acting General Manager Paul Tolliver.

The designation brings Allen $125 in cash awards, a commendation for his permanent personnel file, the Public Utilities Commission Honor Award and the uniquely designed Maintenance Worker of the Month brass belt buckle.

These were presented to Allen during special cermonies attended by his supervisors and co-workers at Presidio Division.

In addition to the cash awards of $25 from the Muni Shopmen's Credit Union and $100 from T.D.I. Winston, Muni's advertising contractor, Allen has the opportunity of winning an expense paid Hawaiian vacation for two, courtesy of T.D.I. Winston.

Born in New York City, Allen came to San Francisco with his family in 1947 and attended Roosevelt Junior High and Polytechnic High Schools. He entered the U.S. Army in 1954 serving in Okinawa. He went to work tor the Post Office Department in 1956, first as a mail clerk and later as a garage worker.

He went to work for Muni in April 1969, servicing diesel coaches at Ocean Avenue and moving to Woods Division in 1974. The next year he went to electrrc trolley coach service at Potrero Division, moving to Presidio Division in 1977

Skill, attitude, professionalism and the ability to supervise others with a minimum of direction won George Allen the important Maintenance Worker of the Month award. Photo: Carmen Magana/S F P U C

Allen supervises a team of 12 coach cleaners who care for the 270 electric coaches operating from the Presidio Division.

His professional goals include converting his temporary status as foreman to permanent through Civil Service examinations when they are held.

He married Mary Dewberry and they have four children: sons Eric, 32, James, 22, Rod, 19, and daughter Tasha, 14, who is attending Lincoln High School.

Allen had previously been nominated for the award in November 1984. He has spent the months since then in anticipation of finally winning it.

With his congratulations to Allen, Acting General Manager Toliver praised his skills, attitude, professionalism and ability to supervise others with minimum direction from above, "qualities that make Mr. Allen a well deserving recipient of the coveted Maintenance Worker of the Month award."

Other maintenance workers nominated for the award this month received commendations for their outstanding work. They are Roy Delucchi, Eddie Lam, and Richard Lee, all of Presidio Division.

Theris Lee named March Operator of the Month

Theris Lee, 49, who has driven the #17-Park Merced local coach for three years, has been named Municipal railway's *Operator of the Month* for March 1985, it was announced by Muni Acting General Manager Paul Tolliver.

Lee started with Muni in January 1962 as a Conductor. His first assignment was to the Ocean Avenue Division as a Motor Coach Operator on the #51-Silver line. When the motor coaches moved to Woods Division in 1975, Lee was assigned to the #9-San Bruno and #29-Sunset lines before coming to the Park Merced run.

He interrupted his service with the City in 1968-1969, when he went to Chicago to try his hand with custodial and security businesses. When he returned to San Francisco, he took temporary work with the Department of Public Works as a street sweeper until 1970 when he was again hired by Muni.

Lee is originally from Truman, Arkansas. When he was eight years old, his parents brought him to San Francisco where he completed his schooling at Mission High School, excelling as a member of the all-city track team.

Passenger concern, overall excellence and driving skill are all traits deserving of attention. In March they won Theris Lee the coveted Operator of the Month award for March. Photo: Carmen Magana/ S.F.P.U.C.

After graduating, Lee was employed in construction work until 1957, when he went to work for the Del Monte fish cannery at 3rd and Army Streets. He remained with Del Monte until 1962, when he joined Muni.

Lee is a single parent with two sons: Anthony, 27, a cement worker with the Department of Public Works, is married to Linda and they have an 18-month-old daughter Mika Rosa; and Damon, 15, who lives with his father and attends McAteer High School.

His supervisors and co-workers honored Lee with a coffee reception at Woods Division on March 22, when he received the Public Utilities Commission Honor Award and the distinctive Operator of the Month insignia. He was also give n a $100 cash award by T.D.I. Winston, Muni's advertising contractor, an achievement plaque and a $100 Savings Bond by TWU Local 250A, a $50 Savings Bond by LaGrone Insurance and $50 credited to his account by the Municipal Railway Employees Credit Union.

T.D.I. Winston also gave Lee "a night on the town" — dinner and theater tickets for two, along with a chauffered Rolls Royce limousine for the evening. Lee's name will be included with those of other winners this year in a drawing for an expense paid Hawaiian vacation, courtesy of T.D.I. Winston.

At a civic luncheon sponsored in Lee's honor by the St. Francis Hotel on Wednesday, April 24, he received commemorative certificates from the Mayor and the Board of Supervisors, along with a trophy from the Council of District Merchants Association.

Toliver presented Lee with a brass belt buckle representing 12 years of accident free driving on San Francisco streets and said, "I appreciate having this opportunity to recognize the skills, passenger concern, and overall excellence Mr. Lee demonstrates. These traits are typical of the vast majority of Municipal Railway operators he represents."

"I also want to acknowledge the valued participation of our City's private sector in Muni's Operator of the Month program. Without the time, energy and dollars freely donated by such friends as Art Blum Public Relations, the Council of District Merchants Association, T.D.I. Winston, and especially Robert Wilhelm and the St. Francis Hotel, a municipal program of this stature, significance and quality would never be possible."

THE MUNI MEMO

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Historic and Foreign cars to roll at Trolley Festival

Anchoring the roster of the San Francisco Historic Trolley Festival are seven historical San Francisco streetcars, ranging in age from 33 to 90 years, and including the Municipal Railway's famous Number One, the first publicly-owned trolley in America, built in 1912. An even older trolley will make special appearances on holidays and the first Sunday of each month: car 57B, an 1B95 San Francisco open-ended car, the oldest operating passenger trolley in the world. Other American trolleys include a 1903 Portland, Oregon car and a 1946 St. Louis model.

The foreign contingent is led by two open-topped 1934 "boat trams" from Blackpool, England. One of these has been among the most popular cars in the Festival from the beginning. This led Blackpool, which celebrates the centennial of its own tramway this year, to make a gift of the second car to the people of San Francisco, with shipping provided by Bechtel, the San Francisco-headquartered engineering and construction firm that has been a major supporter of the Festival.

Other foreign cars include a 1907 open-sided car from Veracruz, Mexico, returning for its second and final Trolley Festival season. It is on loan while that city rebuilds its own famous seashore line. A 192B Milan car starts it first full season in San Francisco, a gift of that Italian city to the Trolley Festival. A 1912 Portuguese "dinky," a 1930 Melbourne, Australia car, and a post-War tram from Hamburg, Germany complete the roster.

British "toastrack" to enter Festival

This vehicle is one of twelve built for the English seaside resort city of Blackpool by English Electric in 1934. Forty-two feet long, it seats 56 people, the largest capacity of any car in the

Festival.

Open-air trams had been running along the Lancashire coast since 1BB5, but the old cars, with each seat running the entire width of the car and no side walls at all, were proving increasingly dangerous to passengers and conductors alike. Yet, these "toastracks," as they were nicknamed for their odd appearance, were very popular during fine weather.

By creating a car with waist-high sidewalls, a single entrance in the center of the car, and an aisle down the middle, the safety problems were solved. The new cars were officially named "luxury toastracks," but Blackpudlians immediately noticed their overall nautical appearance, and dubbed them "boats" instead.

This particular tram was sent to San Francisco in 1971, and was intended to run on Market Street as part of the City's "British Week" celebration. However, shipping delays caused it to arrive too late, and it was acquired instead by the Bay Area Electric Railroad Association for its California Railway Museum at Rio Vista Junction, where it has delighted riders ever since. A sister tram was loaned by Blackpool to Philadelphia for the Bicentennial Summer of 1976, and was then returned to England, to rejoin the other six boats still in service there.

Blackpool tram number 226 is participating in the Festival courtesy of the Bay Area Elecric Railroad Association, and thanks to the generosity of its sponsors: The Anchorage, The Cannery, Ghirardelli Square and Pier 39.

On the street repair is a first

By Ed Freeman
Metro Running Repair

On March 7, 1985, during the morning rush, a wheel failed on Muni Metro L.R.V. 1235. The trouble was caused by failure of the bonding. L.R.V. wheels are made in two parts with silicon rubber bonding the two parts together.

This failure caused the wheel to jam against the truck frame (the truck is the assembly on the L.R.V. containing the wheels and the drive motor). The jammed truck frame prevented the L.R.V. from moving on its own, causing a delay on the "N" line.

A Metro Running Repair crew was assigned the job of changing the bad truck at the storage track at Duboce and Market. The truck changing procedure required the L.R.V. to be jacked and moved to the side one-half car width. The old truck was pushed out and the new one pushed in. The L.R.V. was then moved back over and lowered on the truck. Finally, 1235 was towed back to Metro.

This is the first time that a truck on a Boeing L.R.V. has been changed on the street in San Francisco (and maybe anywhere). A "job well done" is extended to the Running Repair Crew!

Looking good at Woods

Hazel Congate, left, and Jacqueline Burgess, seated, relax on their split time. Both were recognized for their neat appearance.

Another Woods Division first

In March, Woods Division Operator Edgar Medearis was named the first Division Operator of the Month. Above, Medearis, right, receives his award from Division Manager Richard Conolly, left, and Division Supervisor Carolyn Dyson, center. Photo: Bill Ossyang/S.F.P.U.C.

THE MUNI MEMO

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THE MUNI MEMO

VOL. 2 NO. 4

Mayor declares first Muni Safe Driver Week

By Anne Milner

Mayor Dianne Feinstein has declared the week of August 19–25 San Francisco's first Muni Safe Driver Week to honor the many conscientious operators who hold safe driving records.

Mayor Feinstein praised the operators stating: "It is with pride and great pleasure that I declare the week of August 19–25 the first Muni Safe Driver Week. It's no easy task being a bus driver in San Francisco. We have steep hills, narrow and winding streets, stop and go traffic and a multi-ethnic population. My hat goes off to those many men and women who tirelessly, day in and day out, transport passengers safely and courteously through San Francisco."

Although Safe Driver Week credits all Muni operators with safe driving records, 111 operators with Safe Driver Awards of 15 years or more will especially be honored at Muni's Second Annual Safe Driver Awards Banquet, a gala event to be held on Saturday August 24th at the Hyatt Regency Hotel. All Muni employees are invited to attend the dinner/dance to show their appreciation for these dedicated operators. No Host cocktails will be served at 6:00 p.m., followed by dinner at 7:00 p.m. and dancing at 9:00 p.m. Tickets are $25.00 for dinner and dancing and $10 for just the dance portion of the evening. They may be purchased from Muni Division Managers or through the office of Field Support Manager George Newkirk. Free validated parking will be available at the parking garages at Embarcadero Two and Three.

The Safe Driver Award Banquet is an annual event sponsored by the Joint Labor Management Board of Muni and the Transport Workers Union, Local 250-A, which was begun last year to say thank you to Muni's Safe Driver Award Winners. This year Muni is going a step further by publicizing the event throughout San Francisco to gain support from San Francisco residents and Muni passengers.

Posters saluting the Safe Driver Award winners will be visible on both the interior and exterior of Muni vehicles during the month of August. In addition, interviews with a number of the high year Safe Driver Award winners will appear in local newspapers and on local radio and TV including the *San Francisco Examiner*, the *San Francisco Progress*, KCBS, and KRON-TV.

Out of the 111 high year Safe Driver Award Winners, George Martensen of Metro Division remains the top winner with 32 years of driving without an accident. Coming in second is Nick Gvozdich of Woods Division with 29 years, and third place is tied for 28 years among James Chisholm, of Woods Division, Yue Yeong Lee of Kirkland Division and Arthur Taylor, Jr. of Army Division. Eight drivers hold Safe Driver Awards of 25 years or more. Thirty drivers hold awards between 20 and 25 years, and 73 operators hold awards ranging between 15 and 20 years. In addition, approximately 75 percent of Muni's total driver population, about 1300 operators, hold Safe Driver Awards of anywhere between one and 32 years.

Acting Muni General Manager Paul Toliver says, "I am proud to be a part of an organization whose operators show such professionalism and dedication. The Awards Banquet is Muni's small way of saying thank you and allowing us all to get together as one big Muni family to socialize and party. I hope everyone will turn out for this event to support these operators and have the time of their lives."

New pay system nearly complete

A memo from City Controller John Farrell advises that the project for converting all city employees to the new Payroll/Personnel System is nearing completion. Following a transition period, all city employees will have the same Tuesday payday, which will come around every other week 11 days following the close of the pay period.

Tom Jordan, Manager of Special Projects, recently told *MUNI MEMO* that for miscellaneous and temporary employees the conversion process from the present paycheck release system to the new system starts with the pay period ending September 17, and will be complete by March 4, 1986.

The transition period for platform and craft employees does not start until the pay period ending February 5, next year, and will be complete by April 1 *(Continued on page 3)*

Former General Managers get together

In an historic monument on Historic Trolley Car Festival Day, four former Muni General Managers climbed aboard to discuss the past and present. Left to right: Vern W. Anderson, Wesley R. Mason, William H. Scott, Curtis E. Green. Photo: Bill Owyang/SFPUC

Aldana named April Operator of the Month

Augusto Aldana, 49, known as "Tito" to his family and friends, found a purse left on his M-Oceanview Metro light rail vehicle. In that purse, he and his supervisor found over $2B,000. The money was turned over to the Police Department and returned safely to its elderly owner within a few days.

That action and his past employment history so impressed his co-workers and supervisors, that they added their votes to those of the public to name "Tito" Aldana as Operator of the Month for April, it was announced by Acting General Manager Edward Pearson.

"Tito" has been with the Municipal Railway since September 1973, at first on the L-Taraval streetcar, then spending a year in 1974 at Woods Division with the 10-Monterey and 71-Haight diesel coach lines. He returned to Metro in 1975, where he currently operates the M-Oceanview. Aldana has received an 11 year Safe Driving Award, and expects to receive a 12 year award this fall.

Originally from Manila, Philippines, Aldana was born in 1936, finished two years at the Far Eastern University, and then worked 15 years for the Coca-Cola Bottling Plant of the San Miguel Brewery.

He married Cleofe Balos of Manila in 1956. They have six sons: Adlai, 27; Adonis, 24; Anthony, 22; Achilles, 21; Alton, 20; and Augusto, Jr., 17. They arrived in San Francisco in July 1970, and Aldana held various "odd jobs" during the three years he awaited a job vacancy at the Municipal Railway.

A quiet man, Aldana was quite taken aback by his find of so much money and his selection as Operator of the Month.

His supervisors and co-workers honored "Tito" with a coffee reception at Metro Division on April 26, when he received the Public Utilities Commission Honor Award and the distinctive Operator of the Month insignia to wear on his uniform. He was also given a $100 cash award by T.D.I. Winston, Muni's advertising contractor, a meritorious achievement plaque and a $100 savings bond by Local 250-A of the Transport Workers Union, $50 credit to his account by the Municipal Railway Employees Credit Union, and a $50 savings bond from LaGrone Insurance Company.

August Aldana, best known as "Tito," is now wearing the Operator of the Month insignia on his uniform as he operates the M-Oceanview. Aldana's integrity, passenger concern, and overall employment record won him the coveted award for April. Here he is pictured with two of his six sons. Photo: Carmen Magana/S.F.P.U.C.

At a civic luncheon sponsored in Aldana's honor by the Fairmont Hotel on May 6, 19B5, he received honor awards from Mayor Dianne Feinstein and Supervisor Richard Hongisto, a trophy from the Council of District Merchants Association, and "a night on the town" from T.D.I. Winston—dinner and theater tickets for two, along with a chauffered Rolls Royce limousine for the evening. Aldana's name is included with those of other winners this year in a drawing for two tickets to Hawaii, courtesy of T.D.I. Winston.

Pearson congratulated "Tito" Aldana on winning this coveted award and said: "I appreciated having this opportunity to recognize the skills, passenger concern, and overall excellence demonstrated by Mr. Aldana. These traits are typical of the majority of Municipal Railway operators, and he represents this majority very well.

"I also want to acknowledge the valued participation of our City's private sector in Muni's Operator of the Month program. Without the time, energy and dollars freely donated by such friends as Art Blum Public Relations, the Council of District Merchants Association, T.D.I. Winston, and especially Ken Deutsch and Herman Wiener of the Fairmont Hotel, a municipal program of this stature, significance and quality would never be possible."

Four lane transit trial begins on Market

On Wednesday, August 7th, the Municipal Railway started a nine-month trial period of four lanes of public transit on Market Street between Steuart and Van Ness. This means that Market Street buses, instead of using just one lane in each direction, will now use two lanes in each direction.

The changes are part of recommendations by the Market Street Planning Project which were approved by the San Francisco Public Utilities Commission and the Department of Public Works in March. Those recommendations grew out of 19B3 amendments by the Board of Supervisors to the original 196B Market Street Beautification Plan. At that time, the Board created a City policy for Market Street which allows four lanes of public transit, the retention of boarding islands and the preservation of a surface streetcar operation. The original 1968 plan had called for the elimination of public transit on Market Street altogether.

To accommodate the upcoming changes, Muni has:

1) installed new curb and temporary island stops;
2) replaced overhead trolley wires;
3) removed no longer useful and unsightly trolley poles from Market Street;
4) repainted bus zones and cross walks to make them clearer to pedestrians and passengers;
5) installed new route signs at bus stop locations;
6) retrained Muni drivers in new Market Street operating procedures.

In addition, the Department of Public Works will retime traffic signals on Market Street to ensure a smooth flow of traffic and the San Francisco Police Department will step up ticketing of parking violators, especially cars that are double parked.

Seventeen of Muni's surface transit routes travel on Market Street, the highest use transit street in the City. Buses carry an estimated 150,000 passengers daily. Four lane transit with curb and island stops will make Market Street more efficient by decreasing each passenger trip by two to four minutes. It will also balance bus and passenger activity between the curb and center lanes.

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DeMerritt retires after 40 years of service

Warren J. DeMerritt, Transportation Equipment Shop Supervisor for the Muni Metro System, has elected to retire from City Service, after nearly 40 years of service, effective June 29.

Warren entered City and County service in December 1945 as an Electrical Railway Shop Mechanic. Staying with Muni during his entire career, he advanced steadily via civil service examinations serving as Sub-Foreman, Foreman, Supervisor of Cable Car Maintenance and Repair, and achieved his present position in 1974.

He was elected to the San Francisco Retirement Board in March 1969, and having been reelected four times, has been a Commissioner and Trustee continuously since then.

His credits also include: President of the Civil Service Association of San Francisco and an elected member of the Association's Executive Board, Treasurer of Local 6, International Brotherhood of Electrical Workers for over 25 years; and active member of Golden Gate Post No. 45, American Legion; Municipal Executives Association and San Francisco Old Timers Baseball Association.

WARREN J. DEMERRITT

Warren DeMerritt's many friends and colleagues join in wishing him and his wife, Betty, many happy years of well earned retirement.

April Maintenance Worker is Robert Chin

Robert N.F. Chin, 36, an electronics maintenance technician at the Municipal Railway Metro Running Repair Shops since February 1980 has been named Maintenance Worker of the Month for April 1985, it was announced by Acting General Manager Edward Pearson.

The designation brought Chin $125 in cash awards, a commendation letter for his permanent personnel file, the Public Utilities Commission Honor Award and the uniquely designed Maintenance Worker of the Month brass belt buckle.

These were presented to Chin during special ceremonies attended by his supervisors and co-workers at Metro Division.

In addition to the cash awards of $25 from the Muni Shopmen's Credit Union and $100 from T.D.I. Winston, Muni's advertising contractor, Chin is "in the running" to win an expense paid Hawaiian vacation for two, courtesy of T.D.I. Winston.

Born in Mergui, Burma, in 1948, Chin attended St. Patrick's High School in Moulmein, Burma, and graduated from the Arts and Sciences University in Rangoon with a BS in Mathematics. He arrived in San Francisco in 1974, with a younger brother and sister, and trained at Control Data Institute to become a computer technician. As such, he was employed for five years by NCR in Sunnyvale in main frame and terminal work.

He went to work for Muni in February 1980, trouble shooting light rail vehicles of the Muni Metro System for any deficiency, electronic or mechanical. Chin says he and his team mates can now fix any problem with a light rail vehicle, short of total reconstruction.

Skills, attitude, professionalism and the ability to work with his teammates to fix any problems with a light rail vehicle, short of total reconstruction, made Robert Chin recipient of the Maintenance Worker of the Month award for April. Photo: Carmen Magana/S F P U C

Chin brought his fiance, Sophia, from Rangoon, and they were married in May 1980. They live in the Sunset District and are expecting their first child in August. Awaiting the event, Mrs. Chin currently works as a teller for the Bank of America.

With his congratulations to Chin, Acting General Manager Pearson praised his skills, attitude, professionalism and ability to work well on his own with minimum supervision, "all qualities which make Mr. Chin a fully worthy recipient of the coveted Maintenance Worker of the Month award."

Other maintenance workers in Metro Running Repair nominated for the award this month received commendations for their outstanding work. They are: Richard Babow, Dennis DeLuca, L. Walter Linn and Anthony Roja.

Tenth Annual Roadeo contestants win high marks

By Anne Milner

Romeo Ariaza, an operator who has been with Muni for a little over three years, walked away with the first place trophy at Muni's Tenth Annual Roadeo held on Saturday, June 9th at the Candlestick Park parking lot.

Ariaza, who generally drives Muni's new 60-foot articulated buses, defeated 77 other Muni operators by skillfully maneuvering a 40-foot vehicle through an obstacle course of traffic cones for a winning score of 2275 points out of a total possible 2400.

Ariaza, a first time winner this year, defeated both last year's second and third place winners John Kantor and Harry Hartig. He will go on to compete in the Regional Roadeo held in Sacramento on September 14th and the National Roadeo sponsored by the American Public Transit Association scheduled for October in Los Angeles.

Coming in second was trolley coach operator Ron Arbin with a score of 2260. Arbin has been with Muni for only two years. Third place winner was 34-year veteran Muni driver Harry Hartig with a score of 2249. Hartig has placed third in the Muni Roadeo for the last five years. Presently, a light rail vehicle operator, he holds a 19-year Safe Driving Award.

The woman driver with the highest mark was Gwenetta Washington with a score of 2006 points. A total of nine women competed in this year's event. The highest part-time operator winning was Larry Brown with a score of 1697.

This was the second year that staff from Muni's Equipment Maintenance Department were allowed to compete in their own special category. Those winners include: first place, John Estebez with 2272 points, second place, Amelio Schembari with 1912 points, and third place Tom Biber with 1876 points. The maintenance winners, and highest part-time operator and woman driver received special plaques for their efforts.

The three top Roadeo winners, in addition to receiving trophies, will be especially honored at the Second Annual Safe Driver Awards Banquet to be held on Saturday, August 24th at the Hyatt Regency Hotel.

Hum-dinger ringers win the day

On Wednesday June 19, more than 5,000 onlookers gathered in Union Square for the annual Cable Car Bell Ringing Contest. When the jingling and jangling came to a close, the three pictured above emerged as winners. (left to right) Albert Quintana, third place; Carl Payne, first; Thomas O'Brien, second. Photo: Bill Owyang/S F P U C

Pay system nears completion

(Continued from page 1)

Jordan will put out technical information on the payroll conversion and detailed schedules for the transition periods in the near future. Watch for it and look closely at each pay period listed. Although paydays are being adjusted, the pay periods are fully covered and you will be paid for all the time worked and reported in the pay period.

Jordan observed that Farrell regretted the slight inconvenience which may be experienced during the gradual transition to the new payday, but he quickly pointed out some of the benefits:

- Voluntary deductions and taxes will be itemized on the paycheck stub.
- Vacation, sick leave balances, and year-to-date earnings will be shown on each paycheck stub.
- Requests to change voluntary deductions will be processed within one pay period instead of the two to three pay period delay now normal.
- Voluntary deductions to credit unions, etc., will be sent out at the end of each pay period, instead of being held to the end of the month.
- Overtime work will be processed at the same time as regular time worked, so that a timely payment for overtime can be made.
- Paychecks and stubs will be delivered sealed.
- It will no longer be necessary to change paydays when moving from temporary to permanent or permanent to temporary positions, or when transferring departments.

Jordan also pointed out that the City Controller's transition schedules are designed to minimize direct impact on City employees while three major changes are implemented:

- Eliminating anticipated time reporting.
- Changing the pay period from Wednesday-Tuesday to Saturday-Friday.
- Making one payday for all City employees, seven working days after the end of each pay period.

New brochures guide seniors and disabled

Seniors and disabled persons riding Muni now have three newly published brochures emphasizing the expanded accessible service being provided on the new Flyer and MAN coaches.

These are the Accessible Route Guide, the Guide to Muni Metro Handicapped Platforms, and General Information for Seniors and Disabled Persons Riding Muni.

Muni's expanded accessible service including a fold-out route map and description of the 12 routes presently having lift-equipped Flyer and MAN coaches is the subject of the Accessible Route guide. The brochure teams with last October's Accessible Coach Guide which explains the wheelchair and standing lift, the kneeler and the securement area on the new standard Flyers and the MAN Artics. The Route guide also includes a separate list of stops on 24 lines which are non-accessible to all lift users due to steep terrain or other unsafe conditions. Operators can recognize these unsafe stops from the two yellow triangles under a yellow rectangle on the street pavement at the stop.

Surface stops are explained in the new Guide to Muni Metro Handicapped Platforms. These include the N-Judah, L-Taraval and M-Ocean View accessible platforms. This guide complements the Elderly and Handicapped guide to Muni Metro (subway stations) issued in 1980.

Seniors and Disabled Persons Riding Muni: General Information is as yet for limited distribution pending the money being allocated to cover production costs. Tom Rickert, manager of Elderly and Handicapped Services, welcomes comments and suggestions for incorporation into the final, printed version of this brochure.

Newly issued, these brochures about Muni's handicapped and elderly service are supplemented by a current series of brochures describing group van, lift-equipped van, and taxi door-to-door paratransit services for disabled persons not otherwise able to use Muni.

The brochures explaining services and programs Muni provides for the elderly and handicapped join the available publications list which includes the Muni guide for general information, the Street and Transit Map, Time Tables, the Metro Guide, Muni's Safety Guide and the Cable Car Guide.

More service improvements for the elderly and handicapped are planned by Rickert's staff, and although the described brochures are now current, the information they contain is subject to change.

Rickert and the Elderly and Handicapped Services staff welcome comments and suggestions for improving the brochures. Stop by Room 222 at 949 Presidio for brochures.

Oldest known streetcar in America still operating

In 1888, the electric trolley, or streetcar, was made practical in Richmond, Virginia, by Frank J. Sprague. By 1891, San Francisco had its first streetcar line. In 1895, with streetcars taking over from horsecars and cable cars on many lines, a new batch of wooden streetcars was built by John Hammond & Co., with open ends and a closed center section, modelled after the successful California Street cable cars.

This car, #578, started its life working for the *original* Market Street Railway Co., which was owned by Southern Pacific. Initially, instead of route signs, the entire car was painted and lettered distinctively for the route on which it operated. Car 578 served Golden Gate Park from downtown on a long-vanished route which included Divisadero Street before the city changed its official spelling.

In 1902, a shakeup of San Francisco transit interest led to the formation of the United Railroads and car 578, along with hundreds of its twins, found itself in dowdy paint, running all over town. Shortly after the 1906 earthquake and fire, most of these cars were replaced by more modern equipment, and by 1921, when a new Market Street Railway Company succeeded United Railroads, this car had long been converted to a "sand car," dumping sand on steep track sections early on foggy mornings to improve traction for passenger trolleys.

It appeared 578 would never carry passengers of its own again, but in 1956, Muni restored it to its original appearance for a parade on Market Street, and now, it's back at work—the oldest known passenger streetcar in America still in operating condition.

Built: 1895, Hammond & Co., San Francisco
Length: 26½' 2"
Width: 8' 0"
Seats: 26
Control: K-10
Brakes: Lever hand
Weight: 20,300 lbs.
Truck: Peckham, Single

Historic Trolley Festival Car Mechanic Crew poses aboard #578. Top row, left to right, Wally Linn, Art Mc[illegible], E. Freeman. Bottom row, Ka[illegible]. Photo: Bill Owyang/S.F.P.U.C.

Who pays what?

Ever wonder who pays what into the city retirement plan? Warren DeMerritt, who is a member of the Retirement Board furnished the following chart to give us an idea of what the city contributes and what employees contribute.

City and county rates of contributions as a percentage of payroll. fiscal year '81-'82, 16.99%; fiscal year '82-'83, 17.00%; fiscal year '83-'84, 18.00%

Note: above are "composite rates" for all plans.

Employee rates of contribution as a per cent of base wage (for "new" plan): 7.50%.

Employee rates of contribution as a per cent of gross income (for "old" plan): 8.00%.

Note the "new" plan includes 1/2% for cost-of-living increases.

THE MUNI MEMO

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SEP 19 1985

THE MUNI MEMO

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Stead appointed new Muni General Manager

The San Francisco Public Utilities Commission has approved Rudy Nothenberg's nomination of William G. Stead as the new general manager of the Municipal Railway. Stead will assume the post on Monday, September 16th.

According to Nothenberg, "Bill Stead has the combination of qualities we have been looking for. His technological expertise is unquestionable. Beyond that, he is a people-oriented manager, a positive person who in his previous assignments has succeeded in working with others to build strong, effective management teams."

Stead, 39, brings a strong transit background with him to Muni. Before being considered for the general manager's job, he was Director of Operations for the Massachusetts Bay Transit Authority for three years. He also served as a consulting engineer for 10 years for Louis T. Klauder and Associates in Philadelphia and was responsible for Muni's light rail fleet during the late 70's.

Stead holds a Masters of Science in Civil Engineering and a Masters of Science in Archaeology, both from the University of Pennsylvania. Additionally, he was a Ford Foundation Fellow in Transportation at the University of Pennsylvania.

Mayor Dianne Feinstein says the PUC's choice of William Stead as Muni's new general manager has her "total support." According to Feinstein, "Mr. Stead's credentials are particularly impressive, and I am most pleased to endorse Mr. Nothenberg's and the PUC's choice. He has demonstrated technical and administrative skills and has great experience in large city systems in Boston and New York. I am most impressed by Mr. Stead's enthusiasm and his energy. Running the Muni will demand all his personal strengths and resources."

Rudy Nothenberg praised Muni staff over the past months for their efforts in functioning so effectively under the rotating leadership of the three deputy general managers. Said Nothenberg, "The last months have proved, as nothing else could, that the men and women of the Muni are a hard-working competent group, led by effective deputies in their special fields. The general manager's task is to capitalize on these strengths. The continued improvement of service on the street depends on the coordinated progress of our interdependent street operation, equipment maintenance, facilities maintenance and planning functions. Stead's task is to forge these individually strong groups into a coherent unity, to provide leadership, direction and importantly a vision of Muni's future to Muni men and women and to the people of San Francisco."

Next month in *Muni* Memo: A personal profile of the new general manager.

Nothenberg added, "I want to pay particular tribute to the three deputies who have served as acting general managers during the search process. They have served well and kept the day to day operation of the system functioning smoothly. They deserve the right to work with a top flight experienced professional. I believe that in Bill Stead, we have found one."

Forest Hill Station reconstruction now complete

Forest Hill Station, described in April by the San *Francisco Chronicle* as the "ughest suhway station in town" and "Muni's Winchester Mystery House" can claim those misnomers no more.

The renovation of Forest Hill is now complete except for a few cosmetic improvements such as landscaping and last minute painting, but essentially the reconstruction of the old 1917 station is finished.

The $7 million dollar project to modernize the old facility and bring it in line with other Muni Metro stations began in June 1982 with a 30-month construction period. In 1983, contractor S.I. Amoroso hit heavy obstruction timbers when the company began drilling for new ventilation shafts underneath the old station. Old timbers, concrete and junk had been left from the original contractor who built Forest Hill 68 years ago. The original excavation, known as a "glory hole" was shored up with timhers, some the size of trees. When the job was finished, the debris was simply left in the hole and covered up. The problem was that no one knew about it when the renovation construction began.

Among the changes made to the old station have been the construction of a brand new concourse annex, the refurbishing of an existing elevator and the installation of three new patron elevators, the construction of ventilation shafts and the rebuilding of the south stairway next to the main lobby.

In addition, the interior of the upper station level has been refurbished including improvements to toilet facilities, the retiling of walls and floors and the installation of acoustical ceilings.

(Continued on page 2)

Forest Hill Station. Muni's ugly duckling station, will soon be a swan once finishing touches are completed. Here, workmen look over the $7 million dollar reconstruction project that took 30 months to bring the old 1917 station up to snuff. Photo: Bill Owyang/S.F.P.U.C

Hunter is Operator of the Month second time

After working 19 years as a building custodian in various facilities of the Municipal Railway, Mack Hunter switched careers in 1975, and joined Railway platform personnel, initially as a trolley coach operator at Potrero Division, then as a diesel coach driver at Geneva Division. For the past three years he has operated the #28—19th Avenue coach out of Kirkland Division between the Daly City BART Station and Fort Mason.

The switch from building custodian to operator for Muni worked so well that his passengers, co-workers and supervisors named him Operator of the Month for May 1985, said Ann Branston, Acting Muni General Manager. "Hunter won this coveted award twice," Branston noted. "The first time was in February 1982. He also holds a four year safe driving award."

At Kirkland Division, Hunter's colleagues had an informal ceremony for him, with coffee and cakes following. Public Utilities Commissioner Nancy Lenvin presented Hunter with the Operator of the Month Honor Award which is signed by the Mayor and the Public Utilities Commission President. He was also given the distinctive Operator of the Month insignia to be worn on his uniform. Cash awards, totaling $350, were presented by T.D.I Winston, Muni's advertising agency. TWU Local 250A, LaGrone Insurance, and the Municipal Railway Operators' Credit Union.

Hunter was born in Jacksonville Texas in 1929, attending high school in Roswell, New Mexico. He went into the U.S. Army in 1950, serving a tour with the Army Engineers in Europe as a diesel bulldozer and heavy equipment operator. Discharged in 1951, he joined his uncle in San Francisco and worked at various jobs until 1956, when Civil Service certified him as a building custodian.

1956 was also the year he married Helen Hester, formerly of Huston, Texas. They settled in Pacifica and have five children: Stanley, 29; Millicent, 28; Deborah Ann, 26; Rodney, 20, attending City College; and Shawn, 15, a student at Terra Nova High School in Pacifica. Mrs. Hunter is also employed as a switchboard operator for Home Health Services.

Time and weather permitting, Hunter is active in Northern California golfing circles, carrying a 14 handicap. friends as James Bronkema and Scott's Carriage House of Embarcadero Center, Art Blum and his public relations agency, and the Council. of District Merchants, an appropriate Operator of the Month Program would never be possible."

Warmly congratulating Hunter, Branston said: "I am glad that Mack Hunter's skills, passenger concerns and overall excellence have been recognized this second time so that he is able to participate in the new, expanded, Operator of the Month Program.

"Thanks to the valued participation of our City's private sector, this 30 year old program has been enhanced in stature, significance and quality. Without the time, energy and dollars freely donated by such public spirited

At the civic luncheon sponsored in Hunter's honor by Scott's Carriage House in Embarcadero #4 on June 18, he received honor awards from Mayor Dianne Feinstein and Supervisor Louise Renne, a trophy from the Council of District Merchants Association, and from T.D.I. Winston, "a night on the town"—dinner and theater tickets with a chauffered Rolls-Royce for the evening. Hunter's name is included with those of the other winners in a drawing later this year for two tickets to Hawaii, courtesy of T.D.I. Winston.

Mack Hunter, who also holds a four year safe driving award, with the Operator of the Month Award for the second time in his ten year Muni career. Photo: Carmen Magana/S.F.P.U.C.

Forest Hill Station

(Continued from page 1)

Closed circuit T-V and pay telephones will soon be installed to bring the station up to the grade of other Muni Metro stations which already have these design features.

Landscaping and the touching up of existing sculptures on the outside of the station will be the final improvements apparent to the 6200 passengers who use Forest Hill daily.

An official dedication ceremony honoring the many people responsible for the successful completion of the renovation of Forest Hill is scheduled for late September. Among those being honored will be Utilities Engineering Bureau Project Manager Jack O'Rourke, UEB resident engineers William Neilson, Dennis Herrera and Davis Gee as well as the joint venture design consultants Esherick, Homsey, Dodge and Davis/Rutherford and Chekene and the construction contractors S.J. Amoroso-Verrett, also a joint venture.

Day shift crew poses for family portrait

Metro Equipment Maintenance day shift crew got together recently for a photo session. Pictured kneeling, right to left: J. Fong, E. Owens, P. Smith, H. Jensen, D. Armstead, R. Lee, V. Pham, T. Hidayat. Standing, second row: E. Calimquim, P. Cooney, C. Christenson, I. Chan, D. Defuria, M. Inouye, R. Jones, J. Vann, B. Wise, B. Marks. Third Row: J. Alonzo, R. Yu, O. Parker, C. Jones, W. Ng, J. Lau, L. Lee, R. McBrayly, E. Valencia, C. Stellini, E. Molina, W. Muhlberg, L. Lee, S. Johnson, R. Alonzo. Back row: B. Scamballi, L. Mecham, R. Chin, A. Deguzman, S. Aweta, D. Silver, S. Robinson. Photo: Joshua Rivaterra/S.F.P.U.C.

Maintenance Worker for May is Harry Jew

When brand new Cable Car #19 rolls out of the Woods Carpentry Shop early next year and joins the rebuilt cars of the City's National Landmark system, it will be thanks to the efforts of Harry Jew, journeyman carpenter, who worked on this construction project, in addition to his regular duties, over the past several years.

Jew's co-workers and supervisors honored him with coffee and cakes in the Cable Car Barn at Washington and Mason Streets, naming him Maintenance worker of the Month for May 1985

The title brought $125 in cash awards to Jew, in addition to commendation letters for his personnel file, the Public Utilities Commission Honor Award and the uniquely designed Maintenance Worker of the Month brass belt buckle.

In addition to the cash awards of $25 from the Municipal Railway Shopmen's Credit Union and $100 from T.D.I. Winston, Muni's advertising contractor, Jew is "in the running" to win a trip to Hawaii for two, courtesy of T.D.I. Winston.

Jew was born in Canton, China, in 1948. In 1952, the Jew family moved to Hong Kong, where he learned carpentry and cabinet making, and in 1966, they arrived in San Francisco. He served a six year obligation with the U.S. Army, which included a tour in Germany, where he was trained in heavy truck maintenance. Following his active and reserve military service, Jew worked at a variety of jobs including taxi driver, waiter and gas station attendent.

In 1980, he married Elaine Tai, who had emigrated to Indiana from Hong Kong. They have a son, Bryant, age two. Mrs. Jew is in hotel work with the Sheraton at Fishermen's Wharf.

Jew came to work for Muni in January 1982, responding to a temporary call for a skilled carpenter. He successfully completed Civil Service examinations for a permanent position in 1984 and expects to be called to it early next year.

In his spare time, Jew might be found fashioning furniture in his garage workshop. An accomplished gunsmith, Jew also loads his own ammunition for deer and elk hunting.

In congratulating Jew, Municipal Railway Acting General Manager Ann Branston praised his skills, attitude, professionalism and ability to work well with minimum supervision, "all qualities which make Mr. Jew a fully worthy recipient of the coveted Maintenance Worker of the Month award."

Other maintenance workers nominated for the award this month received commendations for their outstanding work and efforts. They are: Frank Camilleri and Douglas Lee, Cable Car Shop; Ricardo Menjivar, Special Machine Shop; and John Stenson, Woods Carpentry Shop.

Harry Jew, journeyman carpenter, enjoys his trade so much that he fashions furniture in his garage workshop in his non-working hours. Dedication to his duties, along with his skill on the job, won Jew the Maintenance Worker of the Month award for May. Photo: Bill Owyang/S.F.P.U.C.

Field Operations Supervisor of Quarter named

On May 24, 1985, a ceremony was held to honor Mr. Kermit Garnes as Field Operations Supervisor of the Quarter. He was selected by his managers and co-workers based on his outstanding attitude and performance.

Supervisor Garnes currently works the early shift at 30th & Mission, perhaps the busiest corner in the City. Six of the heaviest Muni lines run by that location, including the 14-Mission trolley. In his four years there, Supervisor Garnes has gotten to know the operators and the riders well enough to be considered an institution. It is common knowledge among operators that "Garnes will take care of you." He knows every coach number and keeps abreast of all problems on his lines.

Supervisor Kermit Garnes is an Ohio native who came to San Francisco via the Air Force and stayed. He worked for the U.S. Postal Service and Foremost Food before coming to Muni in 1973. He started at Potrero Division working the lines he now supervises. He became a supervisor in 1980 where, before settling at 30th & Mission Streets, he worked a variety of fixed posts and radio car shifts. When new supervisors come on board, they are always sent to break in wih Supervisor Kermit Garnes to get their basics in line management. He plays a big part in the classroom training of new supervisors teaching trolley coach trouble shooting and preparation and use of the corner book.

He states, "I like the interaction with the operators and passengers. I especially like all the daily challenges that are presented to a street supervisor. I get my greatest satisfaction from seeing the lines running smoothly under adverse conditions. I like to feel that the operators know that I am there and have their interest in mind all day long."

Supervisor Kermit Garnes lives with his wife Margaret in El Sobrante, California. He has a son, Garrett, 14 years old and two step sons, Ivan who is 14 years old, and Jason who is 10 years old. His hobbies are running, tennis, skiing, camping, gourmet cooking and reading military history. He attends Contra Costa College studying management and supervision.

Kermit Garnes, Field Operations Supervisor of the Quarter, always has the interest of the operators in mind. Garnes whose outstanding attitude and performance won him the honor is pictured left holding his award.
Photo: Joshua Rotsten/S.F.P.U.C.

McClanahan is June Operator of the Month

Lawrence E. Clanahan, a cable car conductor on the Powell/Hyde line has been named Muni's June Operator of the Month

McClanahan has been with Muni for almost 18 years, starting out as a gripman in August 1967 and becoming a conductor 11 years later in 1978 when a heart condition caused him to slow down and move to the back of the cable car

McClanahan, a native of Milwaukee Wisconsin, came to San Francisco for the first time with an uncle when he was ten years old. He attended both elementary and high school in Leavenworth, Kansas, spent four years in the United States Air Force in Korea and subsequently ended up back in San Francisco working for the Transbay Federal Saving and Loan Company until he signed on with Muni.

Lawrence McClanahan, pictured left with his Operator of the Month award, always takes a reasonable approach when handling problems with passengers. 'You can catch more flies with honey than anything else,' says this 18-year veteran of Muni's cable cars.
Photo: Joshua Rotsten/S.F.P.U.C.

McClanahan, who holds a 10-year safe driving award as a cable car gripman, is also line trainer for the cable cars taking new operators out and literally teaching them the ropes. He has been married to his wife Shari for eight years and they have two daughters, Monica and Gloria.

In his spare time McClanahan is a gourmet cook and baker and says he occasionally brings cakes and cookies to the cable car barn for other workers. One of his other specialties he says is pork roast

When asked how he handles problems with passengers, McClanahan responded, "You just have to use a reasonable approach to persons with problems. On the cable cars many of them are visitors to our City. You can catch more flies with honey than anything else."

McClanahan received his award at a special ceremony at the cable car division on Friday, June 28th, and will also be honored at a civic luncheon in July.

He will receive a total of $300 from TDI Winston, Muni's advertising contractor, the Transport Workers Union, the Municipal Railway Employees Credit Union and LaGrone Insurance.

In addition he will receive honor awards from the Public Utilities Commission, Mayor Dianne Feinstein and the Board of Supervisors, as well as a trophy from the Council of District Merchants Association and a night on the town for two from TDI Winston including dinner, theater tickets and a chauffeured limousine Rolls Royce for the evening.

McClanahan will also be in the running with other Muni Operators of the Month for a free trip to Hawaii, courtesy of TDI Winston. That drawing will be held at the end of the year.

McCann honored as June Worker of the Month

Acting General Manager Ann Branston announced that Theodore "Ted" McCann, 66, an automotive diesel mechanic at the Municipal Railway Kirkland Division since 1982, was named Maintenance Worker of the Month for June 1985.

The award confers $125 in cash on McCann, along with a commendation letter for his permanent personnel file, the Public Utilities Commission Honor Award and the uniquely designed Maintenance Worker of the Month brass belt buckle.

The commendations and cash award of $25 from the Municipal Railway Shopmen's Credit Union were presented to McCann on June 14 during special ceremonies conducted by his supervisors and colleagues at Kirkland Division

McCann was also honored at a civic luncheon for the Operator of the Month held at Scott's Carriage House, #3 Embarcadero Center, on June 18. At the luncheon, McCann was given a $100 cash award and had his name included with those of other winners this year in a drawing for two tickets to Hawaii, courtesy of T.D.I. Winston Network, Muni's advertising contractor.

McCann was born in 1919 in Hillsboro, Oregon, and attended Vincent Polytechnic High School in Portland, where he studied gasoline fueled engines. He came to San Francisco in 1938 and worked as a gas station attendent, attending Mission High School nights for additional study of gas engines.

He married Martha Averque of San Francisco in 1939. They have three adult children: Mrs. Jeanette Dutil, mother of grandchildren Bridget and Yvette; Mrs. Marlene Lodge; and Theodore, Jr., a San Francisco Real Estate Associate.

From 1943 to 1945, McCann served on a U.S. Navy minesweeper, finally in Sasebo Bay, Japan, as a Petty Officer Second Class, Machinist Mate. While in the service he was trained in diesel fueled engines.

On his return to civilian life, he operated a series of his own Mobil gas stations in San Francisco from 1946 to 1968, when he opened his own auto repair shop in Pacific which he ran until 1982.

McCann came to work for Muni in May 1982, and was assigned to the 14-person running repair group for the 140 coach diesel fleet at Kirkland Division.

His free-time activities include gardening, hunting, fishing and his Masonic Lodge, Columbia #461, where he is a 26-year member and Past Master.

With her congratulations to McCann, Branston praised his skills, attitude, professionalism and ability to work well on his own with minimum supervision, "all qualities which make Ted McCann a fully worthy and qualified recipient of the coveted Maintenance Worker of the Month award."

Other Kirkland Division maintenance workers nominated but not selected for the award this month received letters of commendation for their excellent work. They are Hector Baiza and Dominic Gallwitz.

Ted McCann proudly displays his Maintenance Worker of the Month Award. McCann's skills, attitude, professionalism and ability to work well on his own qualified him to be the recipient of the award for June. Photo: Joshua Rotsten/S.F.P.U.C.

July Operator of the Month is Clarence Jason

When he was a youngster in Villeplatte, Louisiana, Clarence Jason's idol was Mr. Oscar, the school bus driver who allowed him to help clean and maintain that wondrous piece of machinery. On May 20, 1968, Jason came to work for the Municipal Railway as Operator #590. Practicing the principles learned at Mr. Oscar's knee back in Villeplatte, Jason demonstrated professional skill and concern for his passengers which led to his winning the coveted designation of the Municipal Railway's Operator of the Month for July 1985.

Jason is not a school bus driver on a school route, but rather he operates a "state of the art" diesel articulated coach on the 38-Geary line. The line crosses the breadth of San Francisco on sometimes tortuous downtown streets from the Transbay Terminal to Land's End at Sutro Heights Park. His passengers include not only school children but San Franciscans from every walk of life. They sent in their votes for Operator Jason to win this distinguished award.

Jason came to San Francisco in 1962, working initially as a diet clerk at Kaiser Hospital, and later as a mail handler supervisor for the U.S. Post Office. In 1968, he joined the Municipal Railway as a diesel coach operator at Kirkland Division, working the 19-Polk, 42-Downtown Shuttle and 30-Stockton lines. He moved to the Army Street Division and the articulated coaches when they started operating last year.

During his coach operating experience, Jason has earned a ten-year award for driving without an avoidable accident, and is now slated to receive his eleven-year award.

Unmarried, Jason owns his home in Oakland. In his free time he participates in league bowling, plays whist, and enjoys his extensive collection of recorded music.

A boyhood dream led Clarence Jason to his chosen profession. Today, Jason is one of Muni's best diesel operators. His demonstration of professional skill and concern for passengers won him July's Operator of the Month award. Photo: Joshua Ratsten/S.F.P.U.C.

Unabashedly proud of his chosen profession and attributing his selection of it to his memory of Mr. Oscar, Jason anticipates remaining one of the best diesel operators in the Municipal Railway.

"Understand that you will meet people who don't want to like you," he says. "But also understand that you have to get along and do what's best."

Jason received his award from Public Utilities Commissioner Nancy Lenvin at a special ceremony at the Army Street facility on Thursday, July 25. He was honored at a civic luncheon at the Hilton Hotel on August 21.

He will receive cash awards totalling $300 from TDI Winston, Muni's advertising contractor, the Transport Workers Union Local 250-A, the Municipal Railway Employees Credit Union and La Grone Insurance.

In addition he receives honor awards from the Public Utilities Commission, Mayor Dianne Feinstein and the Board of Supervisors, along with a trophy from the Council of District Merchants Association, a plaque and sports blazer from TWU Local 250-A, and a night on the town for two—dinner, theater tickets and a chauffered Rolls Royce for the evening—courtesy of TDI Winston.

Jason will also be "in the running" with other winners this year for a free trip to Hawaii, again courtesy of TDI Winston. The drawing will take place later this year.

Manessis chosen for Maintenance Worker award

George Manessis, a maintenance machinist who is Acting Senior Controller at Muni's Metro Center, may be the first Maintenance Worker of the Month to have a ceremony in his honor while camping in Canada.

Manessis was chosen Maintenance Worker of the Month for July. A ceremony was scheduled and coffee and doughnuts ordered for co-workers, but when it came time to hand out the award, everyone realized Manessis was on vacation. When he returned, he learned he had been chosen Maintenance Worker through his colleagues who thanked him for the free coffee and doughnuts. A second ceremony—with Manessis present—is slated for September.

Manessis, who has worked at Muni's Metro Center since June of 1979, has a strong technical background. He attended Polytechnical High School in San Francisco and Contra Costa Community College where he studied Quality Control and Assurance. He has received certificates in five related disciplines from Contra Costa College and is working toward his AA degree. He has also worked as a maintenance machinist and supervisor for a variety of companies including Crown Cork and Seal, the SF Water Department, American Racing Equipment, Hills Brothers Coffee and Caltrans.

Manessis describes himself as a "working stiff," he says he is not content to fix problems. "When I see a problem, I fix it, but that isn't the end of it. I like to cure problems. My primary concerns are insuring safety and reliability of Muni's light rail fleet. Curing a problem rather than simply fixing recurring problems is the only way to do that."

Manessis, whose father Christos was born in Greece, has been married to his second wife Georgia for 10 years. Georgia is a systems and programming supervisor for the Community College District. They have three children from their previous marriages: Tom, 21, who attends City College, Chris, 23, who lives in Berkeley and Carrie, 22, who is in the military police at Fort Ord.

Manessis is an avid sportsman who enjoys hunting, fishing and camping. He and Georgia own a Ford pick-up with a camper on the back and take off every weekend for remote areas of California. Manessis also spends time boning up on technical issues related to his work. He has an extensive technical library which covers a wall 8 x 10 feet in his home.

George Manessis, pictured above, credits innovation and creativity as keys to his success. But most of all he credits his fellow workers. "I certainly have never done everything alone," he says. Photo: Bill Owyang/S.F.P.U.C.

Manessis says he thinks the key to advancing is to be flexible and always try new methods. He says when he first came to Muni, he kept hearing people say, "We've always done it that way." He says just because someone has always done something one way doesn't mean that's best necessarily. "It's important to be innovative and creative," he says. He adds, "Whenever I come up short in some area, I go the distance to make up the difference. I'm just not satisfied with myself unless I do that."

According to Manessis, although he has been awarded the Maintenance Worker of the Month certificate, he would like to call special attention to his friend and co-worker Tom Eichner. The two established Muni's first hydraulic shop and worked together for five years staffing it, finding equipment and funding, and trouble shooting. Says Manessis, "No matter what anybody says, I owe my success to Tom and my other fellow workers. I certainly have never done everything alone."

Manessis will receive $125 in awards plus a special belt buckle. He was also honored along with the Muni Operator of the Month at a special luncheon at the Hilton Hotel on August 21st.

Ng wins Maintenance Worker of Month award

Being chosen Maintenance Worker of the Month is becoming a tradition in the Ng family. Albert Ng, an electrical transit mechanic who repairs trolley buses at the Potrero Division, has been chosen Maintenance Worker of the Month for August. Last year in May, his brother Jack received the award at the Presidio Division.

Albert, as it turns out, is one of three brothers currently employed as mechanics at Muni. His other brother, Wilman, is also a mechanic at the Presidio Division.

Albert, who has worked for Muni since 1978, says he "thought they were kidding," when he learned he had been chosen Maintenance Worker of the Month. He says, "I do my job and always do the best I can and that's probably what earned me the award."

Ng, who is single, grew up in San Francisco along with his four brothers and one sister. His mother Woogarlai, who still lives in the City, and his father Fuan-Hong, now deceased, ran a laundry business in the Avenues. Prior to coming to Muni, Albert worked at the National Airmotive Corporation based at the Oakland Airport doing airplane engine overhaul for two years. He received his high school diploma from George Washington High School at 32nd Avenue and attended City College for three years where he studied aircraft maintenance. He received an Associate Sciences degree from City College as well as two licenses issued to him by the Federal Aviation Authority, one in airframe maintenance and one in power plant maintenance, which allow him to work on different aspects of airplane engines.

In 1978, Albert says, his brother Jack called him up and said that Rich Rogers, head of the electric trolley division at the time, wanted to see him. "The next thing I knew," says Albert, "I was working at Muni."

Albert Ng's supervisor describe August Maintenance Worker as an energetic do-all person who is willing to do and learn everything. Photo Bill Ow Jang/S F P U C

Ng, who has honored at a special ceremoy at the Potrero Division on August 9th, says he loves working at Muni. "Airplane work can be unsteady," he says. "It may be nice to tell someone you work for the airlines, but on down the road when I have a house and a family, the glamour is less important than having steady work. Working at Muni is stable and something I can depend on."

Bob Olsen, Ng's supervisor describes him as one of the "do-all people who has a broad, overall knowledge of the trolley coaches so he can fix them and get them out quickly, day to day—an essential part of providing good Muni service."

Olsen says Ng is consistent, dependable and amiable. "Not only does he work very well with his co-workers and management, he is willing to do everything and willing to learn anything. He is very energetic and a real dynamo," says Olsen. "We could use more dynamos like Albert Ng at Muni."

Ng received $125 in cash, a PUC Honor Award and a special brass belt buckle. He will also be honored at a special luncheon in September along with the Operator of the Month for August.

Trophy and pizza for aid station

The 1985 San Francisco Marathon organizers have awarded a trophy and a free pizza dinner to the Cable Car Division and 13 employees who staffed the Cable Car Aid Station at mile 18 during the San Francisco Marathon on Sunday, July 21st.

The aid station received the award for dispensing water to thirsty runners during the 26 1 mile race. Among the people staffing the station throughout the day were John Krueger, Michael McClure, Belly Cleaver, Jim Olson, Al Quintana, Randy Goetzl, Dave Depucci, Chuck Flintroy, William Collier, Saemi Ladue, Warren Robinson, Don Allen and Walter Ware.

The aid station not only dispensed water to all the runners who needed a drink, cable car employees were there to cheer on a team of fellow gripmen and conductors who competed in the Ninth Annual San Francisco Marathon.

The team was made up of gripmen Art Luna and Jesus Sigala and former gripman James Brown, with conductors Larry Butler and Dave Gerughty. (Brown is now a light rail vehicle operator.) This was the 28th marathon for conductor Larry Butler and his 7th SF Marathon, the 21st for gripman Art Luna and his 6th SF Marathon and the 3rd SF Marathon for both Jesus Sigala and former gripman, James Brown. Only Dave Gerughty ran in a marathon for the first time.

The five runners came in at the following times: Larry Butler, 2:58; Jesus Sigala 3:26; James Brown 3:26; Dave Gerughty 3:35; Art Luna 3:40.

Said team spokesman, Larry Butler, "I think we did great. We're all in great shape and fast runners despite the fact we're all around 40." Butler says the youngest member of the team was 36 while the oldest was 43.

THE MUNI MEMO

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Another safety award for Muni

The American Public Transit Association's Committee on Awards presented Muni's Training/Safety Division with a Certificate of Achievement on July 26. The certificate acknowledges Muni's continuing motor bus accident rate improvement and gives public recognition to Muni's safety program.

The purpose of the American Public Transit Association's Annual Safety Award Competition is to encourage transit systems to improve their safety programs.

The framed certificate, reproduced below, can be viewed in the Training and Safety Division office along with certificates from previous years.

The American Public Transit Association

Certificate of Achievement

accorded to

San Francisco Municipal Railway

In Recognition of an Improved Safety Record as Evidenced by a Reduction of Vehicle and Passenger Accidents for 1984

Warren Frank, Chairman

APTA

Training program teaches supervisory and management skills

Vowing to take the "challenge to become the new dreamers and leaders" in the transit industry, more than 100 employees from the Bay Area's six largest transit agencies graduated recently from a training program that taught them supervisory and management skills.

The graduation marked the successful completion of the first phase of the Career Development Program, sponsored by the Regional Transit Association (RTA) as an experiment in employee training relying on the mutual support of the various transit operators.

BART General Manager Keith Bernard praised the RTA member agencies for looking "beyond purely local concerns" in their approach to training employees. The RTA comprises AC Transit, BART, Golden Gate Transit, SamTrans, San Francisco Muni, and Santa Clara County Transit. Employees of the Metropolitan Transportation Commission, the Bay Area's transportation planning and financing agency, also participated in the program.

In a renewal of the rite of graduation, the 110 participants appeared nervous as they walked up to the podium last month in Oakland's Metro Center to receive certificates attesting to their commitments to supervisorial excellence.

Students took evening and weekend courses for eight months to earn the certificate. The program had a high rate of completion. Of the 150 employees who were enrolled in the beginning, 110 graduated. While open to all employees of the RTA member agencies, the program was geared toward addressing the training needs of women and minorities in the transit industry.

"For the employees, completing the program means that they are motivated and really want to attain the supervisory and management skills necessary for careers in public transportation. It's a big achievement," said Ann Flemer, of the Metropolitan Transporation Commission—a key organizer of the program.

MUNI WE GET LETTERS

July 1, 1985
Warren D. Hanson
Public Relations Officer
P.U.C.
287 City Hall
San Francisco, CA 94102

Dear Warren:

Many thanks for the "History of San Francisco Water Supply" that you sent to me. I have enjoyed reading it.

I believe that this History is the best written and illustrated report on a Puhlic Utility that I have ever read.

The people of San Francisco and adjoining communities owe a great degree of gratitude to those great engineers who designed and built the Hetch Hetchy System.

I recently read that the City of San Francisco had contracted to furnish one hundred eighty four million gallons of water daily to San Mateo County. Imagine the great help that has been to the development of the various towns within the County.

I remember with great pleasure the five years that I spent in the Utility general office (1935 to 1940) working on the P.W.A & W.P.A. government grants.

However, my greatest pleasure is the nearly forty years that I was with Muni, to see it start with 10 street cars, 100 employees and 16 miles of track and expand until this now the greatest system of urban transportation in the United States.

I am now nearly 98 years of age and residing comfortahly in a retirement home in Redwood City, hut miss many of the activities that I used to engage in. I enjoy reading the reports on the San Francisco utilities and particularly enjoyed the Hetch Hetchy report that you sent me.

Again thank you, I remain sincerely

Bill Scott
Former Muni General Manager

More graduates

Graduates of the Regional Transit Association's Program in Transit Supervision at the Center for Professional Development at Golden Gate University.

Standing left to right: Edward Hambrick, Earl Allen, Bradley McArthur, Eugene Wardell, Stafford Williams, Michael Longergan, Linda Madero.

Kneeling left to right: Tony McKenzie, Rusuko Kanemaru, Sam Avila, Paul Toliver, Phyllis Casey, Jessie Smally, Freeman Chee.

Missing: Bernetta Adulph, Thomas Aldana and Byron Chow. *Photo: Bill Owyang/S.F.P.U.C.*

The celebrity

Muni drivers get asked a lot of questions. Here, radio personality Mike Sugarman came aboard with a microphone to see if operator Ron Anthony had the answer to what he wanted. Photo: Joshua Kristen/S.F.P.U.C.

Safety and Training plans community programs

Muni's Safety and Training Department is going back to school!

Starting in September, the Muni training team, along with Muni operators, will be visiting San Francisco grammar schools and presenting an educational program to students titled, "How to Ride *YOUR* Muni."

The program, coordinated by training manager Gil Montoya and transit supervisor Walter Barnes, is designed to encourage students to feel a sense of personal responsibility for and involvement in Muni. Discussion will not only focus on how to ride Muni safely and courteously, but will also describe exactly how a transit system with over 3000 employees and 1100 vehicles really functions every day.

Courtesy to drivers, yielding seats to seniors, who pays for vandalism, how to board and alight coaches safely and what to do if someone is bothering passengers are among the topics slated for discussion with students.

As part of the Community Outreach Program, Muni will also be offering several other services. Training staff and operators will participate in school "Career Days" to educate students on the many future job possibilities they might have at Muni.

In addition, Montoya and Barnes plan to offer a program on the "Problem Bus." This will be designed specifically to help school administrators and teachers know how to handle certain bus lines plagued with problems such as vandalism, harassment of passengers and loading in an orderly fashion.

Montoya and Barnes will also be carrying out a Muni Volunteer Program to help place Muni volunteers including tutors and counselors in schools with the greatest need for this service.

Students aren't the only ones who will benefit from the Training Department's new Community Outreach Program, however. Muni will also be visiting senior citizens' groups to inform them of the services available to them from the Municipal Railway and to educate them on the ways they may make the best and safest use of Muni.

According to Montoya, "We are all very excited about this new and unique program and are seeking input from both senior citizens and schools on how to best serve them as one of the most widely used transit systems in the country."

EDITOR'S BOX

I was asked to determine where and when this photo was taken. Most of this information came from historical records. Where the records are incomplete or missing, conjecture takes over.

From records we know that:

Between 1903–1905, United Railroads purchased 125 cars including #1350. These were the first to have air brakes. Cars #1350–#1374 were built in 1904 by the St. Louis Car Company. They are distinguished by their five window closed section.

These cars were used on all City routes, except Market Street. The side steps protruding into Market Street were considered a hazard.

This car, #1350, was the first regular car to the Ferry following the earthquake fire. There is another photo taken May 6, 1906 showing the car with celebrants when Market Street service resumed its traditional terminal. The car is clean and the lettering is sharp. A roof sign has been mounted. It reads: "Turk, Eddy, Divisadero, Sacramento, Fulton."

There was a #17 line before number boxes were mounted on the cars. In 1911 this line was renumbered to #29. The line ran from Broadway and Davis to 3rd and Wilde via Broadway, Kearny and 3rd. It was the only route having a Broadway destination at that time.

Someone took the time and energy to mount the photo of car #1350 onto board stock, either for display or for preservation. This car was selected to restore Market Street service, a "first" after the earthquake.

Our photo is of a rather dusty and dirty car #1350 with dull paint and lettering on its front and side. From the poles on the overhead, car #1350 and the car in the background are on the left hand tracks or the wrong side of the street for normal traffic. It wouldn't make much difference if the two cars were at a stub-end terminus with a cross-over. With a rolling destination sign reading "Broadway" and no number box installed, the car had to be at or near the southern terminus of what became the #17 Broadway, Kearny, 3rd Street line. The #17 line terminated at 3rd and Wilde Streets.

Selecting car #1350 for post earthquake Market Street service must have been a landmark decision in United Railroads. Before the earthquake, the steps had been considered too hazardous for Market Street service. Our photo could have been taken to show the operating car assigned to the first Market Street run. This dates our photo as prior to May 6, 1906.

The car in our photo could not be more than two years old since it was built in 1904. If the car had been washed and the grime removed, the enamel finish would gleam and the lettering would be highly visible. Prior to the earthquake, Spring Valley supplied ample water for periodic scrubdowns, but afterwards waters was in short supply until the flumes and mains could be repaired.

The unwashed car has probably been operating for days through earthquake damaged and fire blackened sections of the City. Service could not have started before April 22 when the fire was finally out. The photo of the operational car had to be taken after April 22, and probably several days later.

Allowing for time after the great fire was extinguished for United Railroads management to decide on replacement equipment for Market Street and some time before the May 6 ceremony to mount the new roof signs and clean up the car with precious Spring Valley water, we can estimate/guess that the photo was taken toward the end of April or beginning of May 1906. At the time the car was at the southern terminus of the 3rd Street line near Wilde. The photo could have easily been taken to assist URR management in deciding the equipment to be used on Market Street, or as a historical record of that car which had in fact, been selected to be the first to restore Market Street service.

THE MUNI MEMO

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THE MUNI MEMO

VOL. 2 NO. 5 OCTOBER 1985

Profile: Meet Muni General Manager Bill Stead

By Anne Milner

Bill Stead, on board as Muni's new general manager since September 16th, compares his job as head of the Municipal Railway to "being captain of an ocean liner — it's one of the most enviable positions in the transit industry."

For critics of Muni who have often viewed the organization as San Francisco's sinking ship that may seem like a strange statement, but for Stead it is indicative of the very positive image and progressive vision he holds for Muni.

To give you an idea of who Bill Stead, the person, is, as well as what Bill Stead, the general manager, hopes to accomplish, the *MUNI MEMO* offers its readers this profile.

Background: Stead born in Arlington, Massachusetts on August 7, 1946, is the eldest of four children — two boys and two girls — born to Lillian and William Stead. His father was a civil engineer involved with major air field and seaport construction projects and his mother is a registered nurse. His father's work took the family all over the world, from Greenland where Bill spent first, second and third grades to Spain where he lived until the family returned to settle in Chambersburg, Pennsylvania in the upper Cumberland Valley when Bill was 14.

Education: Stead went to high school in Chambersburg where he was active in sports and in fact attended the University of Pennsylvania in Philadelphia on a football scholarship. He received his Bachelor of Science degree in Civil Engineering at "Penn" in 1969 and went on to receive his Master of Science as a Ford Foundation Fellow in Transportation in 1970. He also holds a Master of Science degree from the University of Pennsylvania in Archaeology and is a Ph.D. candidate in Anthropology.

Military: Stead served as a lieutenant and captain in the U.S. Army Corps of Engineers from 1970-71 and was stationed at Fort Belvoir, Virginia.

Career Experience: Most recently, Stead was Director of Operations at the Massachusetts Bay Transportation Authority in Boston from 1983-1985. Prior to that he was Chief of Staff and Assistant Vice President of the New York City Transit Authority from 1980-1983. He was also a consulting engineer for Louis T. Klauder and Associates for nine years during which time he traveled extensively all over the U.S., Canada, South America and the Soviet Union working on major transit projects. He spent two years in Sao Paulo, Brazil working on that city's new subway system focusing on the cars, signals and computer systems. He also worked in San Francisco in the late seventies on Muni Metro. Stead considers his prior experience in the transit industry as an "apprenticeship" which has brought him to his ultimate professional goal: being the general manager of a major U.S. transit property.

MUNI GENERAL MANAGER BILL STEAD

Marital Status: Stead has been married to his wife Cynthia since Christmas week 1971. Cynthia and Bill met in 1969 in Caledonia, Pennsylvania where he was working summers on a big dam project while obtaining his engineering degrees. They met at a five and ten cent store where she was a cashier. He asked her out and by the second date they were engaged. Cynthia holds a Bachelor of Science in English from Lock Haven University in Pennsylvania and a Masters of Science in Administration from the University of Pennsylvania. She is currently an officer with The Boston Company, one of the oldest financial institutions in Boston which was recently taken over by Shearson American Express. She is looking for a similar position in the Bay Area and will be moving to San Francisco to join Bill in early November. The Steads have no children. They will be the first tenants in Park Hill, the old St. Josephs Hospital on Buena Vista Park which has been converted into condominiums.

Why Did He Choose Transit?: "I feel very strongly about the role of the transit manager in cities. Urban decay was rampant when I was in school. Without transit, there would be no San Francisco, no New York. Transit plays a major part in the revitalization of cities. It is also one of the most dynamic professions related to engineering. It is one of the few areas in which you can deal face to face with people on a daily basis."

How He Rates Muni: "The team chemistry at Muni is phenomenal, better than I've seen anywhere.

The facilities and vehicles at Muni are in very fine condition. On the surface, Muni is much more attractive, newer and in better condition than eastern transit companies. As to the quality of service, Muni stands in the middle and I want us to be at the top. We have new equipment and stations, let's fine tune the operations. Muni's size makes it easier to turn around, to see the results of change. It's hard to turn New York City around, for example because of its transit size.

Every city I've been in is very critical of its own transit system — Boston, Philadelphia, New York. You can have 10 good trips but the one bad trip is the one passengers remember. All I ever heard in the East Coast was what a great system San Francisco is.

I am also very impressed with the

(Continued on page 4)

ACCIDENT RATE — SEPTEMBER 1985

	ACTUAL	PER MILLION MILES	% INCREASE/DECREASE SAME MONTH LAST YEAR
LRV	17	55	- 28.6%
CC	13	273	15.2%
TC	117	201	28%
MC	104	86	1.2%
ARTIC	22	89	- 28.2%
SYSTEM TOTAL	273	114	5.5%

Winner of the September Safety Competition was Woods Division.

Williams named August Operator of the Month

Wilbert Williams, 51, a 28 year veteran with the Municipal Railway, has been named Operator of the Month for August 1985, it was announced by Acting General Manager Paul Toliver.

Williams joined the Railway in August, 1957, as a $104 motorman. He spent ten years at Presidio Division operating trolley coaches, moving to diesel bus operations out of Ocean and Kirkland Divisions in 1967. He returned to trolley coach operations at Potrero Division in 1970, driving the 47-Van Ness mornings and 22-Fillmore evenings. He holds an 11-year safe driving award.

Originally from Palmetto, Louisiana, the Williams family spent a year in New Orleans before coming to San Francisco in 1942.

Williams attended Polytechnic High School then worked for the Scavengers' Protective Association for four years, gaining truck driving and operating experience qualifying him for the motorman examination.

Formerly married, Williams has three adult children: Ron, 35, employed by Motorola; Mrs. Denise Kelley, 30; and Wilbert, Jr., 27, employed by the Golden Gate Disposal Co.

Williams is an active participant in the Oakland Owners and Builders Center, a community effort to rehabilitate and up-grade residential property.

When his housepainting and carpentry tasks permit, Williams spends as much free time as he can with his Camper "Dreamer" and his 20 foot cruiser on lakes and streams throughout Northern California.

His coworkers and supervisors honored Williams with a reception at Potrero Division on August 23, when he received the distinctive Operator of the Month insignia. He also received $200 in cash awards from TWU Local 250A, LaGrone Insurance and the Railway's Credit Union, and "a night on the town"—dinner and theater tickets for two, along with a chauffered Rolls Royce limousine for the evening, courtesy of T.D.I. Winston, Muni's advertising contractor.

At a civic luncheon sponsored in Williams' honor by Miriwa Restaurant at 728 Pacific Street on September 18 he received honors from the Mayor and the Board of Supervisors, along with a trophy from the Council of District Merchants Association, and a $100 cash award from T.D.I. Winston. Williams' name was included with those of the other winners in a drawing later this year for two tickets to Hawaii, also courtesy of T.D.I. Winston.

Wilbert Williams, pictured left, has 28 years of Municipal Railway experience under his belt that includes an 11-year safe driving award. In August, his skill as an operator won him the coveted Operator of the Month award. Photo Bill Owang/S.F.P.U.C.

34 years of safe driving wins Martensen award

By Merlin Porter and Jim Kaufman
Editors of *On the Line*

For highest years of safe driving, our congratulations to Line Trainer George Martensen. He's a wonder! We admire his constancy and achievement. Both as heavy equipment operators and as daily motorists, struggling to survive the traffic hazards of the streets of San Francisco, we marvel his accomplishment. We all know it's a jungle out there. Between the kamikase banshees on the bicycles downtown, the swarming pedestrians and the confused and over-hurried autos and double-parked trucks, we think George—and all of our other Muni pros and would-be pros are working a miracle. He must ride around sitting on a Smith System space cushion.

At Kirkland he drove a 40-foot monster, 11-tons empty, with an effective width of about ten-and-a-half feet, eight-and-a-half for the body and two more for the mirrors. How does he do it? How can he squeeze a coach ten-and-a-half feet wide into an eight-foot lane that was painted for a Volkswagon? He must be a magician. The same goes for all his carefully successful fellow operators.

Pete Rose of Cincinnati broke a venerable record set by Ty Cobb. That brings up an interesting question. What is our longest safe driving record? Is George our Ty Cobb or our Pete Rose? Could 32 years without an avoidable accident stand as Muni's best record ever?

Whatever, George is setting a standard of safe performance, of excellence, of achievement that show us all it can be done. He probably doesn't consider himself perfect. When you see him, he looks human, just like the rest of us. He doesn't come out of a phone booth wearing a Superman suit. But his work reveals a statistical mark to admire and strive for, to try to imitate.

What amazes us all about George's record—we know it only takes a momentary lapse, one bad day, one broken mirror, one little "avoidable" accident to mar that beautiful blank slate, the card recording an operator's driving history.

For years, George has done a great job. Besides providing outstanding service, he has saved us a bundle. Think of our record if we had 2,000 like him!

For generations of San Franciscans and visitors to this Mecca for tourists, this gateway to the Pacific, thank George for his great work.

George Martensen is pictured above in a proud and happy moment as he receives an award from Muni Director Jennison for 34 years of safe driving. Say hey! Photo: Carmen Magana/S.F.P.U.C.

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Certification program at Metro Muni is a first

By Louis Alvarez

On Wednesday, August 15, 1985, the PUC and Muni Equipment Maintenance inaugurated the Muni Transit Maintenance Specialist Certification program at the Metro facility. Honored in this ceremony were the first nine employees to be "certified" as Transit Maintenance Specialists in one or more of the LRV systems.

Congratulations to: John Vann, Bernie Sgambati, Jeffrey Sada, David Lee, James King, Steve Johnson, Glen DeBrocky, Goe Tin Chong, and Robert Chin.

Each was singled out and publicly congratulated by PUC General Manager Rudy Nothenberg, Equipment Maintenance Deputy General Manager Ann Branston, and Metro Maintenance Manager Rich Rogers. Each received a framed "Certificate of Excellence" and a black baseball cap with the soon-to-be-famous embroidered round LRV Patch. (This hat is so popular, indeed, that Muni management wants all Metro personnel to have a similar hat.)

Each also received another round patch (same as on the cap but loose) and an embroidered bar naming the system or systems of certification. All nine, I felt, were proud of their accomplishment and rightly so. For what does "certified" mean?

Being certified a Transit Maintenance Specialist means having participated in approximately 48 hours of advanced training (the Phase II programs) spread over four weeks and having demonstrated academic and performance excellence! It means not only attaining 90 per cent or better on all Phase II exams, but also acceptably performing a demonstration checklist that emphasizes key concepts and components of system operation. This checklist also emphasizes a demonstrated knowledge of safety and efficiency in corrective action as well as the recommended troubleshooting and diagnostic procedures. Certification means troubleshooting and diagnosing correctly a minimum of three system malfunctions including at least one on board the LRV. It also means having worked at this facility for at least one year. And, last but not least, being certified means having opted to participate voluntarily.

Pictured above at the first "certification" ceremony of the Muni Transit Maintenance Specialist Certification Program are (left to right) Jeffery Sada, Bernie Sgambati, Robert McBriaty, David Lee, Glen DeBrocky, Daniel Lee, Steve Johnson, James King, Chris Rigney, and John Vann. Not shown are Goe Tin Chong and Robert Chin. Robert McBriaty, Daniel Lee, and Chris Rigney are graduates of the program.

Certification is based directly, though not exclusively, upon our Phase II programs. It's quite possible for an employee to successfully challenge the prerequisites and requirements for certification without benefit of the Phase II Training Programs. Unlikely, but possible.

The Phase II programs organize knowledge of system operation by examining and discussing operation of components and circuit schematics relevant to that system. Emphasizing normal system operation is what the first part of the course is about. The second part discusses safety and efficiency of removal and replacement, calibration, and test procedures for that system. The last part examines and discusses problem solving basics, troubleshooting approaches and recommended troubleshooting and diagnostic procedures. Wiring diagrams, though introduced earlier, are examined here along with the glossary (system) to be standardized. Assignments and projects are part of the course. Therefore, graduates of the course differ only in degree of expertise.

The contributions of many people make possible the facts that this program and these courses are here today and thay they are, and will continue to he, successful. These contributions include the input of all the trainee participants and the cooperation of the Metro Support Shop Personnel.

Though July 30th of last year was the formal initiation of the Phase II programs, they began much earlier. Under the guidance of Bob Olson, the main mover and initiator of the Metro Training effort, special people like Frank Guzzo, Ed Freeman, Larry Jackson, Jeff Sada, and Ron Custer added noticeably to the training effort. Congratulations to them and to the rest of us at Metro Maintenance Training — we're doing a great job! Thanks also to the managerial foresight of Boh Olson, George Ott, Harry Jensen, and George Wynn.

And special thanks to Muni Equipment Maintenance Management, Ann Branston and Rich Rogers without whose support of training the seed would not have borne fruit

September's Operator of the Month is Ranahan

Early morning riders of the 41-Union line have demonstrated their appreciation to affable Edward E. Ranahan, Jr., 42, who has operated that trolley coach between downtown and the Presidio for the past three years.

It was their votes combined with the evaluation of his supervisors which named the 12 year Municipal Railway veteran as Operator of the Month for September 1985, it was announced by acting Muni General Manager Paul Toliver.

The coveted Operator of the Month award carries with it cash and civic awards, distinguishing insignia and a civic luncheon in Ranahan's honor.

Born in Buffalo, New York, Ranahan came to the Bay Area, San Anselmo, at an early age and graduated from Sir Francis Drake High School. He then attended Dartmouth College and later the University of Illinois, earning a BA in 1969 in Political Science and his MA in 1971 in Urban and Rural Planning. Between semesters at Illinois, Ranahan financed his education by working three summers for the Chicago Transit Authority, where he gained experience in urban motor coach operations.

Ranahan then returned to San Francisco and following two years of self-employment joined the Municipal Railway's Kirland Division in 1973, as a motor coach operator, mostly on the 38-Geary line. He transferred to the trolley coach fleet in 1982, operating the 41-Union out of Presidio Division. Qualified as a line trainer for fledgling operators, he holds a nine-year Safe Driver Award and qualified for a ten-year award this past July.

Formerly married, Ranahan lives in Foster City with his daughter Erika, 14, a freshman at San Mateo High School.

In his spare time, after his daily line runs, Ranahan enjoys windsurfing on the San Francisco Bay from Crissy Field in the Presidio, regularly crossing the Golden Gate and participating in the "Round-the-Rock" event circumnavigating Alcatraz Island. Weekends he can be found rooting for Erika, who plays fullback for her school's freshman soccer team or if her team is not playing, simply in aerobic running.

Ranahan's supervisors and co-workers honored him with coffee and cakes at Presidio Division September 27, when he was awarded the distinctive Operator of the Month insignia and $200 in cash awards from TWU Local 250A, LaGrone Insurance and the Railway's Credit Union. He was also presented with "a night on the town" - dinner and theater tickets for two, along with a chauffered Rolls Royce limousine for the evening, courtesy of T.D.I. Winston, Muni's advertising contractor.

At the Municipal Railway civic luncheon sponsored by Jim Nassikas at the Stanford Court Hotel on October 16, he was honored by the Mayor and the Board of Supervisors, received a trophy from the Council of District Merchants Association, and $100 in cash from T.D.I. Winston. Ranahan's name was included with those of other winners this year in an annual drawing for two tickets to Hawaii, also courtesy of T.D.I. Winston.

Trolley coach operator Edward Ranahan has won the respect of the riders who voted him Operator of the Month for September. Pictured above, Ranahan smiles as he hears the news that he has won the prestigious award. Photo Bill Owyang/S.F.P.U.C.

Profile: Bill Stead

(Continued from page 1)

private sector support of Muni and the close identity in San Francisco between the public and private areas. For example, restaurants throughout San Francisco donate the Employee of the Month luncheon. It's a very positive relationship and one you don't see very often."

Goals for Muni: "My main goal for Muni is to establish a service ethic among all employees who have anything to do with the public on a regular basis. You can't buy the kind of P R that a good operator or station agent creates. All people who come face to face with the passengers set the tone for Muni's public image. No matter how much money goes to equipment, a surly attitude from an operator, information clerk or station agent can affect the whole perception of Muni. A part of this service ethic is on-time performance. After all, we are a transit agency. If our schedule says a bus should be at a certain corner at 7:51, that's where it should be — no ifs, ands or buts. Additionally, I want to create a stable working environment where everyone can perform their jobs to their own high standards. I keep hearing, 'if only I could do it this way'. I want to give people that opportunity. That's the way to create quality work. I call it management independence with supervision. I don't believe in crisis management. I want to build a strong, long-term management team with skill levels from the 1st line supervisor to the deputies. That's not done by crisis management. That gets us nowhere. Solid long-term foundations are my goal with apprenticeship and training programs for employees that look to the future."

Violence on Muni: "I don't know how it's been handled in San Francisco so far but I'd like to see the aggressive prosecution of people who are caught. It's an essential part of the legal process and would contribute to creating a safe system."

Interests: How many general managers of transit agency's can boast an expertise in archaeology and anthropology. If you answered "one", you're probably right and that's Bill Stead. According to Stead, "These (transit) positions throw us into a limelight that often doesn't reflect who we are personally — people wouldn't know it necessarily, but I'm most comfortable studying in the library." He first became interested in archaeology as a boy in Greenland where excavators working with his father found Viking relics. When he was in Spain, Phoenician relics turned up at engineering sites, and the farm his family bought when they returned to the states was the home of a spring where Native Americans lived for thousands of years. Stead has a plaque of Indian arrowheads in his office collected from that site and others in Pennsylvania.

Future Plans: "On down the road, say in 15 to 20 years, I see myself as having a second career. I would like to become a practicing archaeologist and teach at a university somewhere."

What He Does in His Spare Time? "What spare time? Someone gave me a book called "What To Do On Your First 250 Weekends In San Francisco." I wonder if they include running the Muni in this book. I'll be busy following this in my spare time."

How He Describes Himself: "I'm a keep it simple person. My motto is 'If it works, don't fix it'."

It's 50 years for trolley coaches

On Sunday, October 6th, the Municipal Railway celebrated a birthday of sorts: It was the 50th anniversary of trolley coach operation in San Francisco.

On that day in 1935, a turning point in San Francisco transit history occurred. Eight 37-passenger trolley buses were placed into service by the Market Street Railway, one of Muni's predecessors. As *Passenger Transport*'s October 12, 1935 issue stated, trolley bus operations in S.F. "marked the first installation of this vehicle in modern dress in California". Muni subsequently acquired the Market Street Railway on September 29, 1944.

The eight trolley coaches went into service on the 18th and Park line, a line previously served by street cars which traveled from the Bay Bridge to the eastern end of Golden Gate Park, passing through steep portions of the Twin Peaks area. 10.7 miles of overhead wire were installed to accommodate the new trolley coach line. The 33-Ashbury now covers the old 18th and Park territory and has also now been approved for an extension of its operation to the inner Richmond.

Manufactured by the Brill Company, the eight original trolley coaches were built according to specifications provided by Market Street Railway. Each vehicle had two 65 horsepower motors, air brakes and five point dynamic brakes designed to hold the trolley's speed to six miles per hour when descending the 12 percent grades on Twin Peaks.

50 years later, Muni is the largest trolley coach operator in the United States with a fleet of 345 electric trolley coaches traveling on a total of 17 trolley lines with over 40 miles of overhead wire. In addition, San Francisco is the only city in the U.S. which can boast a transit thoroughfare—Market Street—which has four lanes of overhead wire, allowing for two lanes of electric trolley coach operation in each direction.

In the coming years, proving San Francisco's continuing committment to quiet, efficient trolley coach service, the Municipal Railway will further expand its fleet with the planned purchase of 28 articulated trolley coaches for use on other electrified transit lines.

In conjunction with the 1985 Trolley Festival and the 50th Anniversary of electric trolley coach operation in San Francisco, Muni is operating a 1950 Marmon-Herrington trolley coach, number 776, on the 8-Market line on the weekend of October 5-6.

Richardson wins highest award

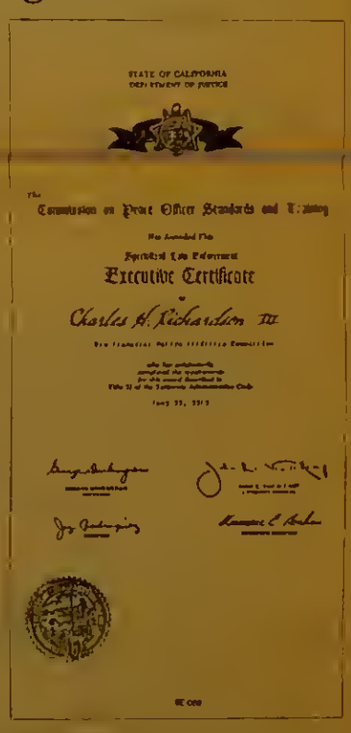
The State of California, Department of Justice, has awarded Public Utilities Commission Security Chief, Chuck Richardson the highest award California has ever bestowed on a peace officer.

The Certificate Award was handed to Richardson in August by the Commission on Peace Officer Standards and Training. It commends Richardson for "professionalism, high standards, character, education, training, experience, and expertise in the law enforcement profession."

This is the most prestigious award that a peace officer in California can receive. The award is normally given to selected Chief's of Police who have met the above standards throughout their career. This is the first time that an individual in Chuck's capacity has ever received this award and no other Public Utility in the state has been so honored.

The certificate is signed by the Governor, Attorney General and the Executive Director of the Commission on Peace Officer Standards and Training (POST).

Chuck is only the 66th person in the entire state to receive this law enforcement executive certificate. Congratulations!


STATE OF CALIFORNIA
DEPARTMENT OF JUSTICE

Executive Certificate

Charles H. Richardson III

Implementation of Market Street changes is now complete

By Anne Milner

On Wednesday, October 2nd, Muni completed implementation of four lanes of public transit on Market Street with additional bus stop changes on several lines.

Specifically, these changes affected the 6-Parnassus, the 7-Haight, the 8-Market, the 21-Hayes and the J, K, L and N Owl lines which operate between 1:00 and 5:00 a.m.

Inbound, (traveling downtown) the 7, 8 and 21 lines began stopping at the newly installed island at Seventh Street in addition to the other center islands on Market Street.

The J, K, L and N Owl buses which had been stopping at the center islands between Valencia and Ninth began stopping at the curb between Valencia and Ninth and the islands again starting at 8th Street and all the way downtown.

Outbound (away from downtown), the 6, 7, and 8 lines stop at the islands all the way to Eighth and then move to the curb stops at Larkin Street. This means they make the island stops at Seventh and Eighth Streets, but do not stop at the curb stops at United Nations Plaza or Hyde Street, stopping at the curb only from Larkin on.

The J, K, L and N Owl buses also stop at the curb outbound starting at Larkin Street.

Muni staff was on hand Wednesday, October 2nd and Thursday, October 3rd to instruct passengers on where to board.

Miller promoted to Manager

By George Ott

Jonathan Miller, who started with the Muni in 1975 as a 7409 at Presidio has recently been promoted to 7214 and has taken on the Electrical Maintenance Manager job. As such he is responsible for both Trolley Coach Divisions, the Cable Car Division, the Carpenter Shop at Woods, the Paint Shop at Potrero, the Special Machine Shop at Potrero, and the Special Machine Shop at 24th and Utah.

Jon, who lives with his wife and son in San Francisco, worked his way up through the ranks at Equipment Maintenance. He served as Technical Assistant for the Electrical side when it included not only Trolleys and Cable Cars, but also LRV's and all Support Shops. Jon was also the director of Maintenance Training and was the Project Manager for the Vehicle Restoration part of the Cable Car Rehabilitation Project. More recently, Jon has headed Cable Car Maintenance at Washington/Mason and Metro Support Shops at Metro.

In an interview recently Jon stated, "I'm very excited and happy about my new role with such a talented group of workers and supervisors. I'm sure that the Electrical Maintenance Team will be able to continue to progress and to realize its full potential in providing transit service to the people of San Francisco."

Congratulations, Jon!

THE MUNI MEMO

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